

Title	Manage interpersonal conflict		
Level	4	Credits	4

Purpose	People credited with this unit standard are able to: identify and explain the issues of an interpersonal conflict; and develop, implement, and evaluate a strategy to manage the interpersonal conflict.
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Classification	Communication Skills > Interpersonal Communications
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Available grade	Achieved
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Guidance Information

1 Definitions

Conflict refers to perceived differences between two or more parties that result in opposition and may relate to, but are not limited to – workplace, family, social.

Parties refer to the people involved in the conflict.

Voice modulation refers to the variation of the quality of one's voice with regard to inflection, tone, pitch, and intensity.

2 Candidates must be assessed against this unit standard in a real-life workplace context using naturally occurring evidence, or in simulated conditions relevant to the candidate which require performance equivalent to a real-life context.

Simulated conditions, if used, must enable the candidate to implement and evaluate the strategy.

3 A verifier's checklist is acceptable if accompanied by evidence that includes examples from the candidate's performance.

4 For assessment against this standard, *managing a conflict* does not necessarily include resolving the conflict. The candidate must not be involved in the conflict and must instead be managing conflict involving other people. The confidentiality and privacy of all of the people involved in the conflict must be respected at all times. Voice modulation for hearing impaired people may be demonstrated through a sign language interpreter voicing the message of the signer.

5 All activities relevant to this standard must reflect ngā kaupapa o te Tiriti o Waitangi (the principles of the Treaty of Waitangi).

6 All activities must, as relevant to candidates and/or this standard, reflect the peoples of the Pacific and other cultures, and their world views.

Outcomes and performance criteria

Outcome 1

Identify and explain the issues of an interpersonal conflict.

Range interpersonal conflict may include but is not limited to – differences of opinion, personal animosity, expression of sexism or racism, inappropriate modulation and use of language, non-compliance with organisational or group/team norms and/or values.

Performance criteria

1.1 Issues are explained in terms of how they contributed to the interpersonal conflict.

Range evidence of three issues is required.

1.2 Views of opposing parties are identified and explained in terms of how they contributed to the interpersonal conflict.

Outcome 2

Develop, implement, and evaluate a strategy to manage the interpersonal conflict.

Range strategies to manage an interpersonal conflict may include but are not limited to – consultation, negotiation, mediation, facilitation.

Performance criteria

2.1 A strategy is developed that takes into account the requirements of all parties.

Range where a strategy involves activity beyond the expertise of the candidate, the candidate may refer to an expert for advice.

2.2 The strategy is developed to be realistic and achievable and to take into account the impact on others not involved in the conflict.

2.3 Strategy is communicated to all parties and is implemented in a way that promotes acceptance.

2.4 Progress is monitored and changes are made if required to facilitate resolving the conflict.

2.5 Strategy is evaluated in terms of what went well and opportunities for future improvement.

Planned review date	31 December 2027
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	28 February 1997	31 December 2012
Revision	2	8 June 1999	31 December 2012
Revision	3	22 January 2003	31 December 2012
Review	4	25 July 2006	31 December 2013
Review	5	17 November 2011	31 May 2012
Revision	6	17 May 2012	31 December 2017
Review	7	18 June 2015	31 December 2020
Review	8	16 February 2017	N/A
Review	9	24 March 2022	N/A

Consent and Moderation Requirements (CMR) reference

0113

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact NZQA National Qualifications Services nqs@nzqa.govt.nz if you wish to suggest changes to the content of this unit standard.