CATAPULT

# SITXCOM010

**Manage conflict**

## Table of Contents (Extract)

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**https://catapultlearning.com.au/product/SITXCOM010/**

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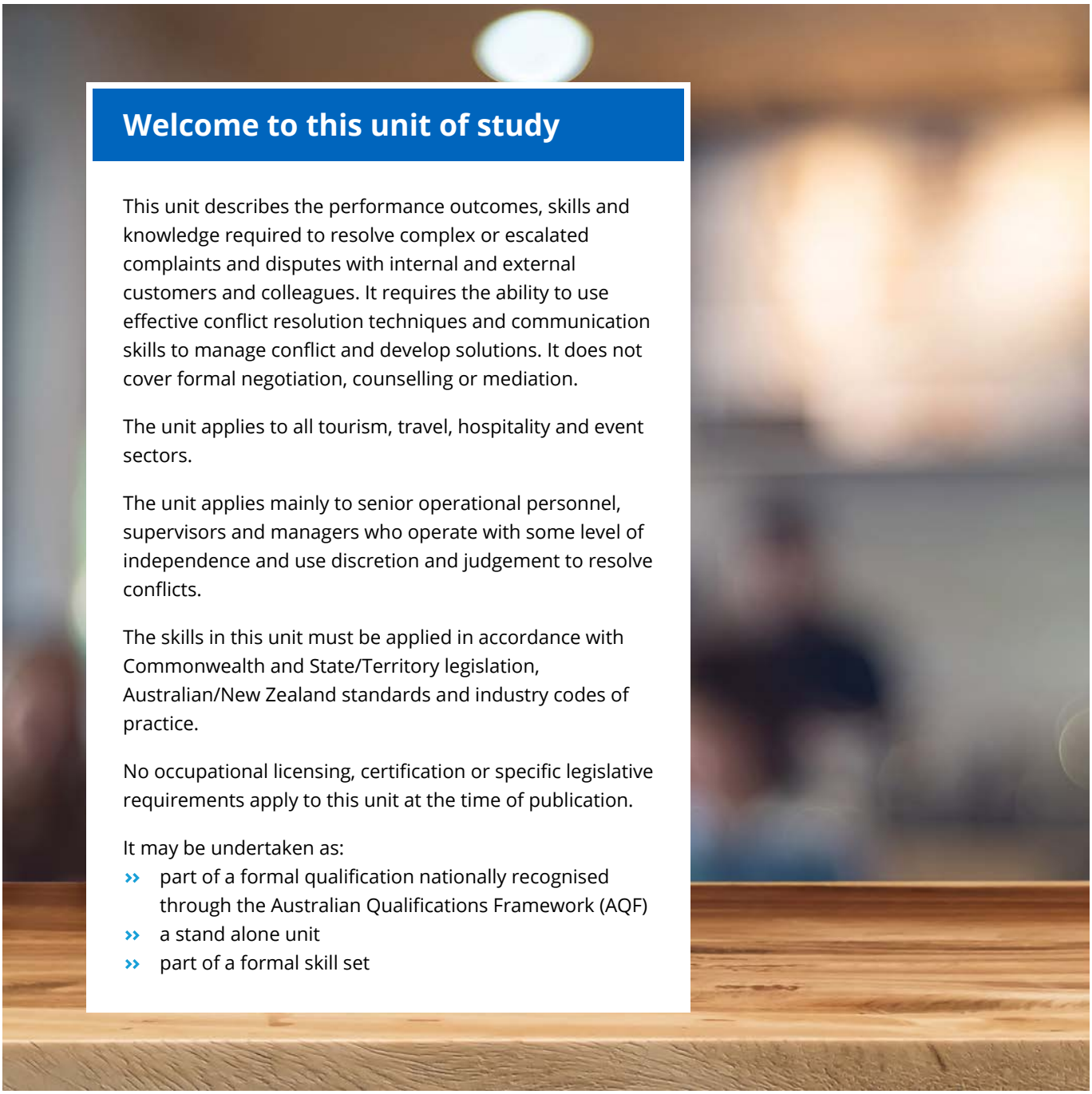
# Trainer/assessor guide

# SITXCOM010
# Manage conflict



## Welcome to this unit of study

This unit describes the performance outcomes, skills and knowledge required to resolve complex or escalated complaints and disputes with internal and external customers and colleagues. It requires the ability to use effective conflict resolution techniques and communication skills to manage conflict and develop solutions. It does not cover formal negotiation, counselling or mediation.

The unit applies to all tourism, travel, hospitality and event sectors.

The unit applies mainly to senior operational personnel, supervisors and managers who operate with some level of independence and use discretion and judgement to resolve conflicts.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

It may be undertaken as:

- part of a formal qualification nationally recognised through the Australian Qualifications Framework (AQF)
- a stand alone unit
- part of a formal skill set

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# Contents


**About this trainer/assessor guide** ..... **4**

**Learning resource** ..... **5**

Topic 1: Identify conflict situations ..... 5

Identify potential for conflict and take swift and tactful action to prevent escalation ..... 5

Identify situations where personal safety of customers or colleagues may be threatened and organise appropriate assistance ..... 11

Identify and use resources to assist in managing conflict ..... 15

Check your understanding ..... 17

Topic 2: Resolve conflict ..... 19

Establish and agree on the nature and details of conflict with all parties and assess impact ..... 19

Manage conflict within scope of own role and responsibilities, and according to organisational procedures ..... 23

Take responsibility for seeking a solution to conflict within scope of own role and responsibilities, seeking assistance where required ..... 26

Identify and evaluate impact of conflict on business reputation and legal liability ..... 28

Evaluate options to resolve the conflict, taking into account organisational policies and constraints ..... 31

Implement the best solution and complete required reports ..... 34

Check your understanding ..... 37

Topic 3: Evaluate conflict resolution ..... 39

Communicate with parties involved to seek and provide feedback on conflict and its resolution ..... 39

Evaluate and reflect on the conflict and effectiveness of the solution ..... 42

Determine possible causes of workplace conflict and provide input for workplace enhancement and improvements ..... 44

Check your understanding ..... 47

References ..... 49

**Assessment workbook** ..... **51**

Unit information ..... 53

What is competency-based assessment? ..... 54

How will my competency be assessed? ..... 55

Assessment agreement ..... 56

Foundation skills checklist ..... 57

**Skills recognition** ..... **58**

Topic 1: Identify conflict situations ..... 59

Topic 2: Resolve conflict ..... 60

Topic 3: Evaluate conflict resolution ..... 61

**Knowledge questions** ..... **62**

Topic 1: Identify conflict situations ..... 63

Topic 2: Resolve conflict ..... 70

Topic 3: Evaluate conflict resolution ..... 83




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**Project** ..... **89**
**Practical assessment** ..... **93**
Overview ..... 93
Instructions for the learner ..... 95
Learner agreement ..... 96
Instructions for trainer/assessor or third party ..... 97
Third party evidence collection agreement ..... 98
Practical demonstration ..... 99
Simulations ..... 100
**Completion record** ..... **123**
**Unit mapping** ..... **124**
**Trainer/assessor instructions and requirements** ..... **127**

# About this trainer/assessor guide

## Learning resource

The learning resource is divided into the following topics:

- Identify conflict situations
- Resolve conflict
- Evaluate conflict resolution

Each topic provides information to help you gain the skills and knowledge required to perform the work tasks to which they refer. Read the information and practise the skills described. You should also take the opportunity to undertake additional independent research. Your trainer/assessor may also provide supplementary information including interpretation of the contents of this resource.

At the end of each topic is:

- a set of true or false questions
- a set of multiple choice questions

These questions provide an opportunity to check your understanding and progress. They are self-marking and do not form part of the assessment for the unit.

## Assessment workbook

To have this unit recognised as a formal qualification you need to have your skills and knowledge assessed. The assessment workbook provides:

- information on competency-based assessment
- instructions on how you will be assessed
- assessment tools to assess your competence
- instructions on how to complete the assessment tasks within each assessment tool

To be assessed as competent you need to provide evidence that you have the skills and knowledge to undertake the requirements of this unit. This assessment of competency is made by a qualified trainer/assessor from a registered training organisation. You must complete all the assessments as directed by your trainer/assessor to the required standard. It is not necessary to work through the guide in the order in which it is written. However this is at the discretion of your trainer/assessor.

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