

**SKILLS FRAMEWORK FOR FINANCIAL SERVICES
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Customer Relationship and Stakeholder Management					
TSC	Conflict Management					
TSC Description	Build consensus, maintain the best interests of the organisation and utilise knowledge of conflict management techniques to diffuse tensions and achieve resolutions effectively					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5 FSE-BRL-5001-1.1	Level 6
					Devise multiple strategies of conflict management, coordinate all parties to resolve the conflicts and assess conflict situations in arriving at compromised solutions	
Knowledge					<ul style="list-style-type: none"> • Signs, stages and causes of conflicts • Conflict resolution techniques • Legal and ethical considerations relating to conflict management • Organisational policies and procedures which provide clarifications or assistance in relation to the management of conflicts • Facilitation, communication and negotiation methods for managing conflicts • Manager roles and accountabilities for managing conflicts 	
Abilities					<ul style="list-style-type: none"> • Apply appropriate conflict management system and techniques in conflict resolution • Engage and negotiate effectively with organisational internal 	

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					<p>and external stakeholders to come up with appropriate resolutions</p> <ul style="list-style-type: none"> • Communicate effectively with internal and external stakeholders • Source for appropriate external or internal third-party interventions • Identify and assess potential conflict situations in accordance with organisational policies and procedures • Select and evaluate conflict resolution approaches in accordance with organisational policies and procedures • Implement conflict resolution approaches to reach mutually agreed outcomes • Evaluate outcomes to determine learning points for future conflict situations • Evaluate potential trade-offs to minimise conflicts across teams 	
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