

**SKILLS FRAMEWORK FOR SOCIAL SERVICE  
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

<b>TSC Category</b>	Care Services					
<b>TSC</b>	Conflict Management					
<b>TSC Description</b>	Build consensus and utilise knowledge of conflict management techniques to diffuse tensions and achieve resolutions effectively and maintain the best interests of the organisation					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
		<b>SSC-PDV-2008-1.1-1</b>	<b>SSC-PDV-3008-1.1-1</b>			
		Address questions, understand what drives the behaviours of others in a conflict situation and assess own behaviour to minimise conflict occurrences	Facilitate conflict situations through appropriate balance of logic and emotions and oversee behaviours within teams to minimise conflict occurrences			
<b>Knowledge</b>		<ul style="list-style-type: none"> <li>• Signs, stages and causes of conflicts</li> <li>• Organisational Standard Operating Procedures for responding to conflicts</li> <li>• Methods to resolve conflicts</li> <li>• Individual roles and accountabilities for resolving conflicts</li> <li>• Team member roles and accountabilities for resolving conflicts within the team</li> </ul>	<ul style="list-style-type: none"> <li>• Principles and practice of conflict resolution</li> <li>• Assistance available both within and outside the organisation for dealing with conflict situations</li> <li>• Facilitation, communication and negotiation methods for managing conflicts</li> <li>• Team leader roles and accountabilities for managing conflicts</li> <li>• Regulatory requirements and organisational procedures relating to maintaining records and reports</li> </ul>			

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<p><b>Abilities</b></p>		<ul style="list-style-type: none"> <li>• Identify signs, stages and causes of conflicts with individuals or groups of people</li> <li>• Define the conflicts and highlight points of differences and/or contention objectively, taking into consideration social and cultural differences of parties involved</li> <li>• Identify potential areas of conflicts with team members and other parties and methods to overcome the issues at hand</li> <li>• Respect individual viewpoints in managing conflicts within the team</li> <li>• Identify key issues within a conflict situation</li> <li>• Write report detailing the conflicts for Supervisor to review</li> </ul>	<ul style="list-style-type: none"> <li>• Identify roles and responsibilities of team members to minimise sources of conflicts performance</li> <li>• Work with affected team members and other parties to resolve conflicts</li> <li>• Monitor and review agreed actions to resolve conflicts</li> <li>• Research sources of internal and external assistance to resolve the conflicts</li> <li>• Write reports, including comprehensive details of the conflicts, the parties involved, discussions with all parties and the resolution</li> </ul>			
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