

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Inter and Intrapersonal Skills
Skills Category	Conflict Management
Skills Standard Title	Address questions, understand what drives the behaviours of others in a conflict situation and assess own behaviours to minimise conflict occurrences
Skills Standard Descriptor	Address questions and identify issues or viewpoints that drives behaviours in a conflict situation. Respond appropriately with suitable methods to overcome the differences to minimise negative impact of the conflict.
Skills Proficiency Level	Level 2
Source Code	CCSSF-IIS-CM-3001-1
Knowledge <i>This refers to the gathering and cognitive processing of facts and information required to perform work tasks and activities.</i>	Underpinning knowledge: • Signs, stages and causes of conflicts • Legal and ethical considerations relating to conflict resolutions • Organisational policies and procedures which provide clarifications or assistance in conflict resolution • Methods to resolve conflicts • Individual roles and accountabilities for resolving conflicts within the team • Team member roles and accountabilities for resolving conflicts within the team
Ability <i>This refers to the ability to perform the work tasks and activities required of the occupation, and the ability to react to and manage the changes at work.</i>	The ability to: • Identify signs, stages and causes of conflicts with individuals or groups of people • Define the conflicts and highlight points of differences and/or contention objectively, taking into consideration social and cultural differences of parties involved • Identify potential areas of conflicts with team members and methods to overcome the issues at hand • Respect individual viewpoints in managing conflicts within the team • Identify key issues within conflict situations
Person Centred Care <i>This refers to having a person centred care mindset to drive the caregiver to respect and recognise the</i>	Underlying principles: • Treating clients or staff members with dignity and respect by being aware of and supporting personal perspectives, values, beliefs, culture and preferences; respecting their privacy while encouraging independence of the individual;

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<i>decisions/choices of the person they are taking care of.</i>	and listening to each other and working in partnership to design and deliver services • Respect the decisions and choices of the client or staff members, within legal limits, ethical considerations and organisational guidelines
Performance Outcome <i>This refers to the outcome of the task on the care recipient as indication of workplace success</i>	The support care staff is able to: • Address questions and identify issues or viewpoints of differences objectively that drives the conflict • Evaluate own behaviour and use methods to overcome or minimise the impact of conflict