

COMMUNITY CARE SKILLS STANDARDS FRAMEWORK FOR SUPPORT CARE ROLES

Skills Domain	Inter and Intrapersonal Skills
Skills Category	Conflict Management
Skills Standard Title	Manage and diffuse conflicts between groups or individuals
Skills Standard Descriptor	Manage resolution of conflicts between groups or individuals through the use of conflict management strategies and techniques and prevention of potential conflicts with the best interests of the organisation.
Skills Proficiency Level	Level 4
Source Code	CCSSF-IIS-CM-5002-1
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 • 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 • Scope of responsibilities as the manager of a department or cross functional team, in leading and managing several work teams or projects
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 and resolve conflicts and minimise impact on other colleagues and customers • Review the effectiveness of the conflict resolution strategies • Take action to prevent the recurrence of conflicts • Deal with conflicts sensitively, courteously and discreetly through use of conflict resolution techniques • Take responsibility for conflict outcomes • Recognise early indicators of conflicts • Discuss and resolve conflicts between team members • Analyse and decide on the best resolutions for conflict initiative and enterprise skills to consider and suggest changes to workplace practices to avoid future conflicts • Coach team members to resolve conflicts and assess conflict situations to enable selection of the most appropriate resolution approaches

Person Centred Care <i>This refers to having a person centred care mindset to drive the caregiver to respect and recognise the decisions/choices of the person they are taking care of.</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; 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: • Manage conflicts between groups or individuals through the use of conflict management strategies and techniques • Achieve resolutions effectively and maintain the best interests of the organisation • Set expectations for relevant stakeholders to prevent future conflicts, where possible