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| Title | **Manage interpersonal conflict** |
| Level | **4** | **Credits** | **4** |

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| Purpose | People credited with this unit standard are able to: identify and explain the issues of an interpersonal conflict; develop and implement a strategy to manage the interpersonal conflict; and evaluate the strategy. |

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| Classification | Communication Skills > Interpersonal Communications |

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| Available grade | Achieved |

**Guidance Information**

1 Definitions

 The term *conflict* refers to perceived differences between two or more parties that result in opposition and may relate to but is not limited to: workplace, family, social.

 *Parties* refer to the people involved in the conflict.

 *Voice modulation* refers to the variation of the quality of one's voice with regard to inflection, tone, pitch, and intensity.

2 Candidates must be assessed against this unit standard in a real-life workplace context using naturally occurring evidence, or in simulated conditions relevant to the candidate which require performance equivalent to a real-life context.

 Simulated conditions, if used, must enable the candidate to implement and evaluate the strategy.

3 A verifier’s checklist is acceptable if accompanied by evidence that includes examples from the candidate’s performance.

4Forassessment against this standard, *managing* *a conflict* does not necessarily include resolving the conflict. The candidate must not be involved in the conflict and must instead be managing conflict involving other people. The confidentiality and privacy of all of the people involved in the conflict must be respected at all times. Voice modulation for hearing impaired people may be demonstrated through a sign language interpreter voicing the message of the signer.

5 All activities relevant to this standard will respect ngā kaupapa o te Tiriti o Waitangi (the principles of the Treaty of Waitangi).

6 All activities will, as relevant to candidates and/or this standard, reflect the peoples of the Pacific and other cultures, and their world views.

**Outcomes and performance criteria**

**Outcome 1**

Identify and explain the issues of an interpersonal conflict.

Range interpersonal conflict may include but is not limited to – differences of opinion, personal animosity, expression of sexism or racism, inappropriate modulation and use of language, non-compliance with organisational or group/team norms and/or values.

**Performance criteria**

1.1 Issues are explained in terms of how they contributed to the interpersonal conflict.

Range evidence of three issues is required.

1.2 Views of opposing parties are identified and explained in terms of how they contributed to the interpersonal conflict.

**Outcome 2**

Develop, implement, and evaluate a strategy to manage the interpersonal conflict.

Range strategies to manage an interpersonal conflict may include but are not limited to - consultation, negotiation, mediation, facilitation.

**Performance criteria**

2.1 A strategy is developed that takes into account the requirements of all parties.

Range where a strategy involves activity beyond the expertise of the candidate, the candidate may refer to an expert for advice.

2.2 Strategy is realistic and achievable and takes into account the impact on others not involved in the conflict.

2.3 Strategy is communicated to all parties and implemented in a way that promotes acceptance.

2.4 Progress is monitored and changes made if required to facilitate resolving the conflict.

2.5 Strategy is evaluated in terms of what went well and opportunities for future improvement.

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| Planned review date | 31 December 2026 |

**Status information and last date for assessment for superseded versions**

| Process | Version | Date | Last Date for Assessment |
| --- | --- | --- | --- |
| Registration | 1 | 28 February 1997 | 31 December 2012 |
| Revision | 2 | 8 June 1999 | 31 December 2012 |
| Revision | 3 | 22 January 2003 | 31 December 2012 |
| Review | 4 | 25 July 2006 | 31 December 2013 |
| Review | 5 | 17 November 2011 | 31 May 2012 |
| Revision | 6 | 17 May 2012 | 31 December 2017 |
| Review | 7 | 18 June 2015 | 31 December 2020 |
| Review | 8 | 16 February 2017 | N/A |
| Review | 9 | XXXX 2021 | N/A |

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| Consent and Moderation Requirements (CMR) reference | 0113 |

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

**Comments on this unit standard**

Please contact NZQA National Qualifications Services nqs@nzqa.govt.nz if you wish to suggest changes to the content of this unit standard.