

# Specification of Competency Standards for Human Resource Management

## Unit of Competency

Title	Promote amicable working relationship in the workforce and resolve workplace conflicts effectively
Code	107064L5
Range	Encouraging employee interactions with cross-team collaboration, mutual respect and understanding of different communication styles. This applies to the development and implementation of programmes and activities that provide opportunities for all employees to build quality relationships with their co-workers and resolving workplace conflicts effectively.
Level	5
Credit	5
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Knowledge in the Subject Area <ul style="list-style-type: none"> <li>• Understand the importance of engaging and motivating employees to contribute to the organisation's success</li> <li>• Understand different types of workplace conflicts and various solutions to resolve them</li> <li>• Understand legal proceedings and arrangements of various dispute resolution mechanisms (e.g. mediation, arbitration and litigation)</li> </ul> </li> <li>2. Applications and Processes <ul style="list-style-type: none"> <li>• Promote cross-team collaboration, mutual respect and understanding of different communication styles in order to foster amicable working relationship in the workforce</li> <li>• Develop and implement programmes and activities to build and maintain amicable working relationship</li> <li>• Analyse and select appropriate conflict resolution methods to resolve workplace conflicts</li> <li>• Consult subject matter experts (e.g. Hong Kong Labour Department, Hong Kong Mediation Centre, International Arbitration Centre) for advice</li> </ul> </li> <li>3. Professional Behaviour and Attitude <ul style="list-style-type: none"> <li>• Provide advice to managers to resolve workplace conflicts in a timely manner</li> <li>• Integrate family-friendly elements in human resource policies, procedures and practices to promote amicable working relationship in the workforce</li> </ul> </li> </ol>
Assessment Criteria	<p>The integrated outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Establishment and implementation of programmes and activities (e.g. employee assistance programme, employee wellness) to promote and maintain amicable working relationship.</li> <li>• Provision of advice and assistance to managers in resolving workplace conflicts in a timely manner.</li> </ul>
Remark	