

Specification of Competency Standards for the Logistics Industry

Unit of Competency

1. Title	Resolve conflict/grievance through appropriate tactics
2. Code	LOCUSM316A
3. Range	This unit of competency is applicable to logistics service providers. Practitioners should be capable of applying conflict/grievance resolution strategies to resolve conflicts/grievances.
4. Level	3
5. Credits	3 (for reference only)
6. Competency	<u>Performance Requirements:</u>
	<p>6.1 Know about conflict management</p> <ul style="list-style-type: none">• Understand relevant principles of conflict management• Understand relevant regulatory requirements• Understand company policy and procedures <p>6.2.1 Identify potential conflict situations</p> <ul style="list-style-type: none">• Identify causes of conflict/grievance• Identify signs and stages of conflict/grievance <p>6.2.2 Implement conflict resolution tactics</p> <ul style="list-style-type: none">• Clarify issues and factors relevant to conflict/grievance• Develop conflict/grievance resolution strategies• Identify options for conflict/grievance resolution• Apply tactics to resolve the source of conflict• Monitor the process outcomes to ensure objectives continue to be met <p>6.2.3 Use effective interpersonal skills</p> <ul style="list-style-type: none">• Use effective communication skills during negotiations (including questioning, body language, active listening, language style, and reflection) with internal staff members and external customers• Give feedback and interpret as non-defensive during negotiations
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none">• Capable of identifying potential conflict situations• Capable of using conflict/grievance resolution tactics and personal skills to resolve conflicts
8. Remarks	