

## 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"><li>• Understand relevant principles of conflict management</li><li>• Understand relevant regulatory requirements</li><li>• Understand company policy and procedures</li></ul> <p>6.2.1 Identify potential conflict situations</p> <ul style="list-style-type: none"><li>• Identify causes of conflict/grievance</li><li>• Identify signs and stages of conflict/grievance</li></ul> <p>6.2.2 Implement conflict resolution tactics</p> <ul style="list-style-type: none"><li>• Clarify issues and factors relevant to conflict/grievance</li><li>• Develop conflict/grievance resolution strategies</li><li>• Identify options for conflict/grievance resolution</li><li>• Apply tactics to resolve the source of conflict</li><li>• Monitor the process outcomes to ensure objectives continue to be met</li></ul> <p>6.2.3 Use effective interpersonal skills</p> <ul style="list-style-type: none"><li>• Use effective communication skills during negotiations (including questioning, body language, active listening, language style, and reflection) with internal staff members and external customers</li><li>• Give feedback and interpret as non-defensive during negotiations</li></ul>
7. Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"><li>• Capable of identifying potential conflict situations</li><li>• Capable of using conflict/grievance resolution tactics and personal skills to resolve conflicts</li></ul>
8. Remarks	