

Unit 16: Managing Conflict in the Workplace when Dealing with Customers, Service Users or the Public

Level:	2
Unit type:	Optional (General)
Credit value:	2
Guided learning hours:	10

Unit summary

This unit aims to give learners the knowledge they need to be able to manage conflict in the workplace effectively when dealing with customers, service users and the public.

Unit assessment requirements

Assessment tasks and activities must enable learners to produce valid, sufficient, authentic and appropriate evidence that relates directly to the learning outcomes and assessment criteria of the unit. Suitable forms of evidence for this unit include:

- written tasks such as reports, articles for journals, newsletters, leaflets, posters
- workbooks, work logbooks or learner diaries
- written or oral presentations
- projects
- oral question and answer.

Observation records should not be used as the primary evidence of achievement for this unit, but can be used to supplement the more appropriate forms of evidence listed above or to provide sector contextualisation or evidence of how the learner has applied knowledge within their job role.

When devising the assessment activities, centres need to look closely at the verb used in each assessment criterion to ensure that learners can provide evidence with sufficient breadth and depth to meet the requirements. Centres need to produce assessment briefs for learners with clear instructions of what they are required to do.

Additional information

AC5.2 frameworks could include:

- Kolb (1975) *Towards an applied theory of experiential learning*
- Gibbs (1988) *Learning by doing*

Learning outcomes and assessment criteria

To pass this unit, learners need to demonstrate that they can meet all the learning outcomes for the unit. The assessment criteria outline the requirements that the learner is expected to meet to achieve the learning outcomes and the unit.

Learning outcomes		Assessment criteria		Evidence type	Portfolio reference	Date
1	Know how communication can be used to manage conflict	1.1	State the importance of positive communication as a way of reducing the likelihood of conflict			
		1.2	State how managing customer expectations can reduce the likelihood of conflict			
		1.3	State the differences between assertiveness and aggression			
		1.4	State the importance of viewing a situation from the customer's perspective			
		1.5	Describe strategies that be used to resolve conflict			
2	Know the factors that influence human responses in conflict situations	2.1	Describe human responses to emotional or threatening situations			
		2.2	State factors that can trigger an angry response in others			
		2.3	State factors that can inhibit an angry response in others			

Learning outcomes		Assessment criteria		Evidence type	Portfolio reference	Date
3	Know how to manage risks in conflict situations	3.1	State the stages of escalation in conflict situations			
		3.2	Describe how to apply dynamic risk assessment to a conflict situation			
		3.3	State the importance of following employer policies and guidance in conflict situations			
		3.4	Describe measures that can reduce risks for those involved in conflict situations			
4	Know how to manage emotive situations	4.1	Describe how to use non-verbal communication in emotive situations			
		4.2	Describe how to overcome communication barriers in emotive situations			
		4.3	Describe ways of defusing emotive conflict situations			
		4.4	Describe how to work with colleagues to de-escalate conflict situations			
		4.5	State the importance of providing exit routes and space when dealing with an angry person			

Learning outcomes		Assessment criteria		Evidence type	Portfolio reference	Date
5	Understand good practice following conflict situations	5.1	State the importance of accessing help and support following an incident			
		5.2	State the benefits of reflecting on and learning from conflict situations, with the use of frameworks			
		5.3	State the benefits of sharing good practice and contributing solutions to recurring problems			

Learner name: _____

Date: _____

Learner signature: _____

Date: _____

Assessor signature: _____

Date: _____

Internal verifier signature: _____

Date: _____

(if sampled)