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|  | **Unit ID: 02** |
| **Domain** | **OFFICE TECHNOLOGY MANAGEMENT** |
| **Title:** | **Apply knowledge of conflict management in an office environment** |
| **Level: 5** | **Credits: 8** |

# Purpose

This unit standard is intended for those who apply knowledge of conflict management

in an office environment. People credited with this unit standard can analyse nature

of conflict in an office environment; apply conflict management strategies; apply problem-

solving techniques in conflict situations

This unit standard is intended for people who carry out administrative functions in an office environment.

# Special Notes

1. Entry information

Prerequisite:

 Unit 1157 *– Demonstrate basic knowledge of workplace health and safety* or demonstrated equivalent knowledge and skills.

1. The conduct of training and assessment activities related to this unit standard is recommended to take place in conjunction with other relevant, practical unit standards in this Subfield.

1. To demonstrate competence, at a minimum, evidence is required of gathering, conveying and receiving information, participating in workplace meetings and completing relevant work related documents in an office environment.

1. Assessment evidence may be collected from a real workplace or a simulated real workplace in which office administration tasks are carried out. These tasks should be performed using appropriate tools and equipment, not limited to telephone, scanner, mobile phone, computer, switchboard and fax machines.

1. Performance of all elements in this unit standard must comply with all relevant workplace requirements and /or manufacturer’s specifications.

1. Regulations and legislation relevant to this unit standard include the following:
   * Labour Act No 11, 2007 as amended
   * Occupational Health and Safety Regulations, 1997 and all subsequent amendments.

**Quality Assurance Requirements**

This unit standard and others within this subfield may be awarded by institutions which

meet the accreditation requirements set by the Namibia Qualifications Authority and the

Namibia Training Authority and who comply with the national assessment and

moderation requirements. Details of specific accreditation requirements and the national

assessment arrangements are available from the Namibia Qualifications Authority on

[www.namqa.org](http://www.namqa.org) and the Namibia Training Authority on www.nta.com.na

# Elements and Performance Criteria

**Element 1: Analyse nature of conflict in an office environment**

## Performance Criteria

* 1. Common sources of conflict in an office environment are described.
  2. Types of conflicts in an office environment are identified.
  3. Impacts of unresolved conflict in a business environment are explained in line with organisational policy and procedures.
  4. Different conflict styles and their implications for conflict resolutions are analysed.

**Element 2:** **Apply conflict management strategies**

## Performance Criteria

2.1 Effective communication techniques to reduce conflict are demonstrated.

2.2 Negotiation and mediation strategies are implemented.

2.3 Conflict resolution plans for specific office situations are tailored and applied.

**Element 3: Apply problem-solving techniques in conflict situations**

## Performance Criteria

3.1 Problems contributing to conflict within the office environment are identified and assessed.

3.2 Structured problem-solving methods are utilized to address the cause of conflict.

3.3 Ethical principles when managing conflicts are applied.

3.4 Ways to promote and maintain a positive office environment are identified and implemented.

3.5 Effectiveness of implemented problem-solving methods is evaluated in line with the organisational policy

3.6 Conflict management practices are monitored and evaluated

Registration Data

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| **Subfield:** | Business Services |
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| **Date first registered:** | 28 September 2006 |
| **Date this version registered:** | 28 March 2018 |
| **Anticipated review:** | 2023 |
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| **Body responsible for review:** | Namibia Training Authority |

**Title 3: Apply knowledge of conflict management in an office environment**

**Element: Problem-solving**

**Element: Ethical issues/problems/concerns**

**Title 4: Apply knowledge of Problem solving and decision making in an office environment**

**Range**

**Problems may include operational challenges, workflow inefficiencies, resource constraints, or interpersonal issues within an office setting.**

**Information-gathering methods may involve interviews, surveys, data analysis, or literature reviews.**

**Decision-making tools may include decision matrices, SWOT analysis, cost-benefit analysis, or multi-criteria decision analysis.**

**Element 1: Problem identification and definition**

**Element 2: Analysis of information**

**Element 3: Solution Generation and Evaluation**

**Element 4: Decision Making**

**Element 5: Evaluation of outcomes**