<table>
<thead>
<tr>
<th>TSC Category</th>
<th>Stakeholder Engagement and Partnerships</th>
</tr>
</thead>
<tbody>
<tr>
<td>TSC</td>
<td>Conflict Management</td>
</tr>
<tr>
<td>TSC Description</td>
<td>Build consensus, maintain the best interests of the organisation and utilise knowledge of conflict management techniques to diffuse tensions and achieve resolutions effectively</td>
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<table>
<thead>
<tr>
<th>TSC Proficiency Description</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Level 4</th>
<th>Level 5</th>
<th>Level 6</th>
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<tbody>
<tr>
<td></td>
<td>HCE-PDV-2008-1.1</td>
<td>HCE-PDV-3008-1.1</td>
<td>HCE-PDV-4008-1.1</td>
<td>HCE-PDV-5008-1.1</td>
<td>HCE-PDV-6008-1.1</td>
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<tr>
<td>Knowledge</td>
<td>Address questions, understand what drives the behaviours of others in a conflict situation and assess own behaviours to minimise conflict occurrences</td>
<td>Facilitate conflict situations through appropriate balance logic and emotions and overseeing behaviours within teams to minimise conflict occurrences</td>
<td>Manage and diffuse conflicts between groups or individuals</td>
<td>Devise multiple strategies of conflict management, coordinate all parties to resolve the conflicts and assess conflict situations in arriving at compromised solutions</td>
<td>Synergise divergent internal and external interests, encourage all parties to resolve conflicts collaboratively and act in the interest of the organisation as the highest priority</td>
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**Knowledge**

- Signs, stages and causes of conflicts
- Legal and ethical considerations relating to conflict resolutions
- Organisational policies and procedures which provide clarifications or assistance in conflict resolution
- Methods to resolve conflicts
- Individual roles and accountabilities for resolving conflicts within the team
- Team member roles and accountabilities for resolving conflicts within the team

**Abilities**

- Identify signs, stages and causes of conflicts with individuals or groups of people
- Define the conflicts and highlight points of differences and/or contention objectively, taking into consideration social and cultural differences of parties involved
- Identify roles and responsibilities of team members to minimise sources of conflicts that may affect team performance
- Work with affected team members to resolve conflicts
- Monitor and review agreed actions to resolve conflicts
- Identify and resolve conflicts and minimise impact on other colleagues and customers
- Review the effectiveness of the conflict resolution strategies
- Take action to prevent the recurrence of conflicts
- Deal with conflicts sensitively, courteously
- Identify and assess potential conflict situations in accordance with organisational policies and procedures
- Evaluate potential conflict situations in accordance with organisational policies and procedures
- Guide conflict resolution approaches in accordance with organisational policies and procedures to manage conflicts and reach mutually agreed outcomes
<table>
<thead>
<tr>
<th>Skills Framework</th>
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<tr>
<td>SKILLS FRAMEWORK FOR HEALTHCARE</td>
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<tr>
<td>TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT</td>
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</table>

- Identify potential areas of conflicts with team members and methods to overcome the issues at hand
- Research sources of internal and external assistance to resolve the conflicts
- Write reports, including comprehensive details of the conflicts, the parties involved, discussions with all parties and the resolution
- Respect individual viewpoints in managing conflicts within the team
- Identify key issues within conflict situations
- Analyse and decide on the best resolutions for conflict initiative and enterprise skills to consider and suggest changes to workplace practices to avoid future conflicts
- Take responsibility for conflict outcomes
- Discuss and resolve conflicts between team members
- Implement conflict resolution approaches to reach mutually agreed outcomes
- Recognise early indicators of conflicts
- Evaluate outcomes to determine learning points for future conflict situations
- Coach team members to resolve conflicts and assess conflict situations to enable selection of the most appropriate resolution approaches
- Discuss and resolve conflicts between team members
- Evaluate potential trade-offs to minimise conflicts across teams
- Analyse and decide on the best resolutions for conflict initiative and enterprise skills to consider and suggest changes to workplace practices to avoid future conflicts
- Coach team members to resolve conflicts and assess conflict situations to enable selection of the most appropriate resolution approaches
- Lead teams in decision-making that lead outcomes which are aligned to business objectives and act in the interest of the organisation

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