### TSC Category
Business Relations

### TSC
Conflict Management

### TSC Description
Establish and manage internal and external relationships to achieve organisational goals

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<thead>
<tr>
<th>TSC Proficiency Description</th>
<th>Level 1</th>
<th>Level 2</th>
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<td>ACC-BRL-5001-1.1</td>
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<td>Manage conflicts with internal and external stakeholders</td>
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<td>Lead conflict management engagement with internal and external stakeholders</td>
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### Knowledge
- Conflict management methodologies and techniques
- Dispute resolutions and grievance procedures
- Organisational policies and procedures
- Effective conflict management systems
- Conflict management methodologies and techniques
- Dispute resolutions and grievance procedures
- Organisational policies and procedures
- Effective conflict management systems

### Abilities
- Apply appropriate conflict management system and techniques in conflict resolution
- Engage and negotiate effectively with organisational internal and external stakeholders to come up with appropriate resolutions
- Communicate effectively with internal and external stakeholders
- Source for appropriate external or internal third-party interventions
- Engage and negotiate effectively with stakeholders to come up with appropriate resolutions
- Evaluate existing and new draft policies, guidelines or procedures for more effective conflict management systems
- Communicate effectively with all stakeholders involved in conflict resolution