# Unit: K/506/1927: Unit 339/310 - Manage conflict within a team

1. **Understand the principles of conflict management**

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| 1.1 Evaluate the suitability of different methods of conflict management in different situations |  |
| 1.2 Describe the personal skills needed to deal with conflict between other people  ***Answer:*** |  |
| 1.3 Analyse the potential consequences of unresolved conflict within a team  ***Answer:*** |  |
| 1.4 Explain the role of external arbitration and conciliation in conflict resolution  ***Answer:*** |  |

1. **Be able to reduce the potential for conflict within a team**

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| 2.1 Communicate to team members their roles, responsibilities, objectives and expected standards of behaviour |  |
| 2.2 Explain to team members the constraints under which other colleagues work |
| 2.3 Review systems, processes, situations and structures that are likely to give rise to conflict in line with organisational procedures |  |
| 2.4 Take action to minimise the potential for conflict within the limits of their own authority |  |
| 2.5 Explain how team members' personalities and cultural backgrounds may give rise to conflict  ***Answer:*** |

1. **Be able to deal with conflict within a team**

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| 3.1 Assess the seriousness of conflict and its potential impact |  |
| 3.2 Treat everyone involved with impartiality and sensitivity |
| 3.3 Decide a course of action that offers optimum benefits |
| 3.4 Explain the importance of engaging team members support for the agreed actions  ***Answer:*** |
| 3.5 Communicate the actions to be taken to those who may be affected by it |
| 3.6 Adhere to organisational policies and procedures, legal and ethical requirements when dealing with conflict within a team |  |