COORDINATE CONFLICT RESOLUTION AND MANAGEMENT

UNIT CODE: COD/OS/SW/CR/07/6/A

UNIT DESCRIPTION:

This unit describes the competencies required to coordinate conflict resolution and management. It involves identifying target group, establishing conflict causes, developing conflict resolution measures, monitoring conflict resolution process, managing community conflicts and documenting conflict resolution and management activities.

ELEMENTS AND PERFORMANCE CRITERIA

ELEMENT These describe the key outcomes which make the workplace function	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. *(Bold and italicised terms are elaborated in the Range)*
1. Identification of target group.	1.1 Inception and introductory meeting conducted as per organisation policy 1.2 Selection criteria for target population developed as per organisation policy 1.3 Selection criteria is applied as per organisation policy 1.4 Mobilization of the target group is done as per the selection criteria
2. Establish conflict causes	2.1 Assessment tools for both primary and secondary data sources developed as per SOPs 2.2 Assessment Tools are administered as per SOPs 2.3 Findings are documented as per organisation policy 2.4 Findings are analysed as per SOPs 2.5 Report is prepared as per SOPs. 2.6 Information is disseminated as per organisation policy
3. Develop conflict resolution measures	3.1 Relevant stakeholders mobilised as per organisation policy 3.2 *Conflict resolution program* formulation meeting conducted as per organisation policy 3.3 The program is formulated as per SOPs. 3.4 Implementation plan formulated as per the programme

ELEMENT These describe the key outcomes which make the workplace function	PERFORMANCE CRITERIA These are assessable statements which specify the required level of performance for each of the elements. *(Bold and italicised terms are elaborated in the Range)*
	3.5 Implementation plan shared as per organisation policy 3.6 Resources are shared as per organisation policy 3.7 Plan is Implemented as per organisation policy
4. Monitor conflict resolution process	4.1 Monitoring tools are developed as per SOPs 4.2 Monitoring tools are implemented as per organisation policy 4.3 Review of conflict resolution measures is done as per organisation policy
5. Manage community conflict	5.1 *Peace building programs* are formulated based on the type of conflicts 5.2 Peace building programs are implemented as per community conflicts 5.3 Peace building programs are reviewed as per organisation policy
6. Document conflict resolution and management activities	6.1 Documentation procedures are identified as per SOPs 6.2 Documents are Stored as per organisation policy 6.3 Documentation plan prepared as per the organization policy. 6.4 Documentation tools are prepared based on the documentation plan 6.5 Documentation analysis is conducted as per the organization policy

RANGE

This section provides work environments and conditions to which the performance criteria apply. It allows for different work environments and situations that will affect performance.

Variable	Range
1.Peace building programs may include but not limited to:	• School based peace education programmes • Community peace programmes • Peace building meetings • Healing and reconciliation process
2 Conflict resolution programs	• Mediation

Variable	Range
may include but not limited to:	

REQUIRED SKILLS AND KNOWLEDGE

This section describes the skills and knowledge required for this unit of competency.

Required Skills

The individual needs to demonstrate the following skills:

- Presentation
- Interpersonal relation
- Boundary setting
- Facilitation
- Training
- Planning and prioritization
- Empathy
- Self-awareness
- Report writing
- Critical thinking
- Persuasion
- Team work
- People management
- Coordination
- Organizational
- Decision making
- Emotional intelligence
- Conflict resolution

Required knowledge

The individual needs to demonstrate knowledge of:

- Social welfare policies
- Human behaviour and social environment
- Social work practices and interventions
- Social research
- Legal aspects in child welfare
- Human growth and development
- Child welfare programmes
- Nutrition and food supply
- Basic counselling and psychology
- Rehabilitation programs
- Statistics
- Economics
- Basic accounting

- Digital literacy

EVIDENCE GUIDE

1.Critical Aspects of Competency	Assessment requires evidence that the candidate:
	1.1 Demonstrated ability to mobilize target groups in conflict resolution
	1.2 Demonstrated ability to develop selection criteria to identify target group
	1.3 Demonstrated ability to apply selection criteria
	1.4 Demonstrated ability to develop assessment tools for both primary and secondary data sources
	1.5 Demonstrated ability to administer assessment tools
	1.6 Demonstrated ability to analyse findings
	1.7 Demonstrated ability to prepare reports
	1.8 Demonstrated ability to disseminate information
	1.9 Demonstrated ability to formulate conflict resolution programmes
	1.10 Demonstrated ability to implement conflict resolution programmes
	1.11 Demonstrated ability to develop monitoring tools
	1.12 Demonstrated ability to review conflict resolution measures
	1.13 Demonstrated ability to document conflict resolution and management activities.
2.Resource implications	The following resources should be provided
	2.1 A functional office
	2.2 fully equipped simulated training office
3.Methods of Assessment	Competency may be assessed through:
	3.1 Verbal questioning
	3.2 Project
	3.3 Observation
	3.4 Third party report
	3.5 Interview
	3.3 Written test
4.Context of Assessment	Competency may be assessed:
	4.1 On-the-job
	4.2 Off-the –job
	4.3 During Industrial attachment
5.Guidance information for assessment	This unit may be assessed on an integrated basis with others within this occupational sector