
Overview

This standard is about sensitively handling family conflict or disputes whilst they are clients of your funeral business.

This standard is funeral directors, funeral directors' assistants and funeral arrangers.

When you have completed this standard you will be able to demonstrate your understanding of and ability to:

- Handle family conflict or disputes whilst clients of your funeral business

Performance criteria

You must be able to:

1. recognise the potential for conflict or dispute within families whilst they are clients of your funeral business
2. disperse or remove clients or family members from the situation or location when this will reduce conflict or disputes
3. remain calm and courteous when present during situations of conflict
4. act within your level of authority to handle family conflict or dispute
5. offer alternative services and products to influence decision making when clients cannot agree about the funeral services you offer
6. offer assistance by referring clients to arbitration or other local or national support services to resolve family conflict or dispute
7. recognise when it is appropriate to withdraw from a situation of conflict and return at a later time

Knowledge and understanding

You need to know and understand:

1. what are effective listening techniques
2. the common causes of family conflict and how to recognise potential family conflict or dispute
3. your funeral businesses procedures for dispersing or removing clients or family members from conflicting situations
4. why it is important to remain calm and courteous during family conflict
5. what alternative services your funeral business offer when clients cannot agree
6. the range of local and national arbitration and support services available to help handle family conflict or dispute
7. when it is appropriate to withdraw from a situation of conflict and how to establish when it is appropriate to return and attempt to provide additional assistance

Links to other NOS

The standards in the funeral operations suite should be complemented by pan-sector standards such as working relationships, business, administration and resource management, as well as any other specific requirements of the employer.

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