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## Overview

This standard is about the skills and knowledge needed for you to contribute to the reduction of conflict in teams and individuals to support your organisation's drive to improve food and drink operations. This is important to increasing productivity and success of manufacture, processing and supply within the food and drink supply chain. Contribution is typically provided through working in a team, although this does not exclude individual contributions from outside of close working teams.

You will need to show and understand how you can both respond to conflict situations and take pre-emptive action to reduce conflict in and around your role. You will need to comply with your company policy for conflict control, take responsibility for your actions, and refer any issues outside of the limit of your authority to others. You may have responsibilities for conflict supervision in the workplace, with either autonomous or operationally restricted responsibilities.

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## Performance criteria

*You must be able to:*

Take pre-emptive action to avoid conflict

1. communicate the standards of work and behaviour expected of team members and individuals in accordance with policy
2. assist team members and individuals to understand how different members interface and support each other
3. identify potential conflict between team members or with individuals and take pre-emptive action to avoid these in accordance with procedures

Deal with conflict

4. take action to deal with conflicts where team members or individuals are unable to resolve the conflicts themselves in accordance with procedures
5. show respect for members' and individuals' emotions in conflict
6. report the causes of conflict, providing opportunities to present facts and perceptions about conflict in accordance with procedures
7. contribute to the resolution of conflicts with management and others
8. reinforce the goals, attitudes and behaviours expected of team members and individuals in accordance with policy

Obtain support and complete conflict records

9. seek help from relevant personnel or specialists where appropriate
10. complete records in accordance with procedures
11. comply with regulatory and organisational requirements when dealing with conflicts

## Knowledge and understanding

*You need to know and understand:*

1. the principles of effective communication
2. how to assist team members and individuals understand roles, interface and support for one another
3. the importance of identifying potential conflict situations and taking pre-emptive action to avoid these
4. how to encourage team members and individuals to talk with you about work issues and potential conflict
5. the importance of giving team members and individuals opportunities to discuss problems affecting work
6. the importance of taking prompt action to deal with conflicts as they arise
7. ways of dealing with conflicts when they arise and the action to be taken
8. the importance of acknowledging and showing respect for team members' and individuals' emotions regarding conflict
9. how to manage negative emotions of team members and individuals involved in conflict
10. how to identify the causes of conflict
11. when it is appropriate to seek help from colleagues or specialists
12. what your company's policy and procedures are for conflict resolution
13. how to complete records of conflicts and any follow up actions required

IMPQI323

Contribute to the reduction of conflict in improving food and drink operations



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**Suite** Achieving Food Manufacturing Excellence

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