

Managing Conflict and Building Relationships at Work

Professional Skills

Show us that you know how to manage conflict and build relationships at work.

Level **4**

Credits **5**

\$99 NZD (GST incl.)

Assessment

You are required to submit evidence of the following:

Develop strategies to manage conflict and build working relationships.

Communicate strategies to manage conflict and build working relationships.

Use a strategy to manage conflict at work.

All work for this EduBit must be your own.

Learning Recommendations

[Conflict Management and Negotiation](#)

[Professional Relationships with Young People](#)

Tasks

Proof of Identity

Please include a scanned copy of photo identification (e.g. passport, drivers licence, work ID card).

General Information.

Please provide the following information:

What is the name of your organisation?

What type of industry do you work in?

A brief description of your role in the organisation (maximum 50 words).

Task 1: Develop strategies to manage conflict and build working relationships.

You will need to:

1.1. Provide all of the following:

A written outline or process diagram that describes at least two (2) strategies you have used to build constructive relationships at work.

A written outline or process diagram that describes how you manage conflict in the workplace. This must be different from your strategies for building constructive relationships.

Task 2: Communicate strategies to manage conflict and build working relationships.

You will need to:

2.1. Provide evidence of one (1) time that you have clearly communicated strategies to build relationships and manage conflict at work. This can be a meeting/informal discussion in response to specific incidents at work (e.g. a disagreement between colleagues that required strategies to help improve future interactions/relations) or more formal training aimed at preventing such issues before they happen.

Provide the context (who you were communicating with and why), the strategy/strategies communicated, and the outcome/impact. You must also include at least one (1) of the following:

A brief description of any training that you gave on the subject (maximum 200 words). Provide evidence for this (e.g. training handout/summary, written outline/plan for the session).

A record of any formal or informal meetings/discussions you had on the subject (e.g. meeting agenda and minutes; brief details of the discussion and follow up emails).

A video recording of a meeting or training session you led on the subject.

A record of any written guidance on strategies you have provided to others (e.g. the memo or emails sent).

Any video must be no longer than 10 minutes. Please download the [Video Evidence Guidelines](#).

Task 3: Use a strategy to manage conflict at work.

You will need to:

3.1. Provide one (1) example (different to that mentioned in Task 2) of a time you successfully applied your strategies to a conflict situation at work. Provide answers to all of the following:

Who was involved and what was the source of the conflict?

What was your strategy and how did you apply it? (maximum 300 words).

What was the outcome or resolution? Include the response from both sides of the conflict and whether it was completely or only partially successful.

Also, provide at least one (1) of the following:

A written record of any face- to-face meetings (e.g. meeting minutes, follow up emails).

Written exchanges on the matter (e.g. emails). Maximum 4.

A video recording of a meeting on the matter.

Please download the [Video Evidence Guidelines](#).

Task 4: Supporting evidence from your line manager (or equivalent).

Provide a completed copy of the Attestation Form from your line manager of equivalent.

Please download the [Attestation Form](#) and make sure it is completed, signed and dated before uploading to this task.

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