

# Manage conflict

## PSPGEN100 Manage conflict

### About the program



This unit describes the performance outcomes, skills and knowledge required to manage conflict.

This unit applies to those working in generalist and specialist roles within the public sector. Those undertaking this unit work independently performing complex tasks in a range of familiar and unfamiliar contexts.

The skills in this unit must be applied in accordance with Commonwealth and State or Territory legislation, Australian standards and industry codes of practice.

### Delivery options

Individual students can complete this unit self-paced supported by online resources and a virtual 1-1 tutorial for each unit of study.

A group option for completion of this unit is also available to organisations. The unit can be run as a face-to-face or virtual workshop and will involve some self-paced study after the workshop. Excluding individual work time and any virtual introduction kick-off session, this usually means for both virtual and onsite courses:

- virtual – 1 virtual half day session
- onsite – approx. 1 half day session

**Pre-requisites** There are no required pre-requisites for this program.

**Find out more** Further details can be found on our website:



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<https://www.acimsolutions.com.au/national-recognised/manage-conflict>

Call us on 1300 224 677 or email [contact@acimsolutions.com.au](mailto:contact@acimsolutions.com.au) to discuss the program further.

# About ACIM Solutions

## Our specialties

ACIM Solutions is a reputable Registered Training Organisation with a long history of working with organisations across Australia, particularly government and the emergency management sector.

Our nationally accredited scope focuses on investigation, compliance and emergency management programs at the Certificate IV, Diploma level and Advanced Diploma level. Our short course workshops complement these qualifications with a range of staff development options for those working in regulatory environments.

We also provide policy and procedure reviews, conduct independent debriefs and post incident processes following significant events.

## Our team

The ACIM Solutions team come from a range of locations around Australia. They are all highly experienced and well-respected individuals in their area of expertise. The team takes pride in maintaining their industry currency and have the skills to transfer concepts and examples to a wide range of organisational settings.

From administration to learning support, our team works to encourage students in their training. We work with individuals and groups to help ensure everyone is included, adequately supported, and can be successful in their goals.

## Our approach

For individual students undertaking qualifications we create customised learning plans that help recognise background experience and future goals. All individual students completing single units or qualifications self-paced are provided with 1-1 virtual tutorials to support their learning completion of assessments. We have a student support officer to ensure no-one is overlooked.

We meet with clients to contextualise all our organisational programs to ensure the content aligns with jurisdictional and organisational requirements. We are very flexible in the delivery format for programs to best suit the needs of the organisation and students.

All programs are designed with best practices for adult education, and we love to incorporate contemporary case studies, collaborative learning approaches and active learning strategies as much as possible.

Programs can be delivered face to face around Australia, virtually, self-paced or in a blended model of any of the these.

## Get in touch!



1300 224 677



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[www.acimsolutions.com.au](http://www.acimsolutions.com.au)