
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.

IMPQI323

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



Performance criteria

You must be able to: