

# Personal and Social Capability – Workplace Dilemmas

## INTRODUCTION

Personal and social capability involves learners in a range of practices including recognising and regulating emotions, developing empathy for others and understanding relationships, establishing and building positive relationships, making responsible decisions, working effectively in teams, handling challenging situations constructively and developing leadership skills.

Personal and social capability supports learners in becoming creative and confident individuals, a core of one of the Educational Goals of the Alice Springs (Mparntwe) Education Declaration (2019). Personal and social capability encompasses learners' personal/emotional and social/relational dispositions, intelligences, sensibilities and learning.

## RATIONALE

This qualification is to recognise a student's knowledge, skills, behaviours and disposition aligned to the Personal and Social Capability of the Australian Curriculum. This general capability is embedded across the curriculum and students also develop their capabilities through their lived experience. This qualification allows students to focus explicitly on this aspect of themselves, learn to identify key concepts and phenomena, apply these to action, and reflect on their performance.

Differences in perspective and conflict are a normal part of life and work, but handled effectively, these differences can lead to positive and rewarding experiences. Avoidance of conflict is neither fruitful nor practical. In order to be functional, agentic and successful, young people need to know how to recognise potential conflict and learn how to enact constructive, resolving and reflective practices.

## LEARNING OUTCOMES

On successful completion of this qualification, learners will be able to:

- communicate effectively with others in challenging work-related situations
- use strategies to explore others' perspectives and seek to understand the cause of difference

- select and use appropriate strategies to resolve conflict in work-related situations.

## KEY SKILLS

- Recognise the signs of conflict
- Ask questions that enable clarity and sharing
- Listen actively
- Take action pro-actively to address and resolve conflict
- Recognise and apply theory in practice

## KEY KNOWLEDGE

- Differences in perspectives and conflict occur often
- Resolving conflict early and effectively shifts outcomes from negative for one or both parties to positive for both parties
- Communication is a key element in conflict resolution
- Communication is verbal and non-verbal

## QUALIFICATION STRUCTURE

### Module 1 - Knowledge building

- What is conflict and why does it arise?
- What are the possible outcomes of conflict?
- What role does communication play in preventing or resolving conflict?
- How can communication effectiveness be maximised?
- What conflict resolution strategies are commonly employed

### Module 2 - Contextualising

- When have I been in conflict?
- Who was involved?
- Why did the conflict occur?
- How was the conflict resolved?

### Module 3 - Reflection and Planning

- What was the result of the conflict? Who was affected? How?
- What can I learn from observing conflict?

- What personal goals do I have?
- What are my triggers to be aware of in uncomfortable situations?

Module 4 - Action and Reflection.

## WORK REQUIREMENTS

A body of work within an ePortfolio which will include:

1. A Journal: Comprising ongoing responses and reflections from throughout the qualification. The type of journal (oral, written, multimodal) will be determined by the learner in conjunction with the teacher.
2. An annotated demonstration (live, video etc) of a minimum of one verbal, and one non-verbal communication strategy being successfully applied to manage a challenging situation in a work-related context. Annotations should demonstrate understanding of what the strategies are and why they are successful.
3. A comparison of two workplace conflict resolution protocols/manuals/procedures which identifies key features and connects to key knowledge

## CAPABILITY STANDARDS

**Capability standard 1:** The learner can select and use appropriate verbal and non-verbal communication strategies

**Capability standard 2:** The learner can acknowledge the values, opinions and attitudes of different groups within society and compare to their own points of view

**Capability standard 3:** The learner can assess the appropriateness of various conflict resolution strategies in work-related situations

## RESULTS AVAILABLE

Has met/has not met the Capability Standards

This course is awaiting *Recognised Formal Learning* status from the Office of Tasmanian Assessment, Standards and Certification. Should this be agreed, this course may contribute credit points towards the Tasmanian Certificate of Education.