Overview

This standard is about managing conflict in the Tram and Tramway environment. You should be able to recognise when a person's behaviour is inappropriate and deal with this in line with relevant legal requirements and organisational guidelines. You should be able to prioritise the action you plan to take in line with your organisation's procedures. This action must always be within your ability and authority. In situations outside your ability or authority you should know where and how to get help or advice. While deciding what action to take, you should be able to take into account of the needs of other people who are not directly involved. You also need to know how to record the details of any conflict situations in line with organisational procedures. At all times you will be able to maintain your own personal safety, give warnings, and call for assistance when required.

This standard consists of two elements:

1.   Assess situations and decide on action needed
2.   Take action to deal with conflict

This standard is for those who work in the Tram and Tramway environment.

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Manage conflict in the Tram and Tramway environment

Performance criteria

You must be able to: **Assess situations and decide on action needed**

P1   recognise situations that involve **inappropriate behaviour** by **others**

P2   assess the risks to yourself and others in the situation

P3   assess the seriousness of the situation and the behaviour of others involved

P4   prioritise the action to be taken, in line with your organisation's procedures

P5   consider the needs of others when dealing with the situation in line with your organisation's procedures

You must be able to: **Take action to deal with conflict**

P6   take action to manage **conflict situations** in line with your organisation's procedures

P7   get help from **other sources** in situations that are outside your own authority or ability

P8   consider the needs of others, when taking action

P9   maintain your own personal safety and security, and that of others in the Tram and Tramway environment, while taking action

P10   report the details of any conflict situation in line with your organisation's procedures

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Knowledge and understanding

You need to know and understand:

Assess situations and decide on action needed

K1   the types of **conflict situations** that are likely to arise

K2   the range of **circumstances** that could lead to conflict

K3   the **warning signs and indications** of potential conflict

K4   how to carry out a conflict risk assessment

K5   when and how to get help or advice when needed

You need to know and understand:

Take action to deal with conflict

K6   the **action and control** you can take and are authorised to take with regard to managing a conflict situation

K7   the **uses and effects** of technology in the prevention of and dealing with conflict

K8   your organisation's procedures for dealing with conflict situations, including any relevant legal requirements

K9   how to maintain your own personal safety and security, that of others and your organisation's property

K10 your organisation's procedures for reporting and recording conflict situations

Manage conflict in the Tram and Tramway environment

Additional Information

Scope related to performance criteria

P1   **Inappropriate behaviour** may include; verbal (e.g. offensive comments, threatening language, selling), physical (e.g. gestures, violence, aggression, unwanted contact, trespassing, loitering, littering, graffiti, being improperly dressed, damaging property, carrying potentially dangerous items). **Others** may include; customers, passengers, those with the intent to travel, the general public, pedestrians, colleagues.

P6   **Conflict situations** may include; verbal abuse, physical abuse, offensive language, actions that could cause danger to others, actions that could cause damage to property. **Manage** may include; using a body camera, CCTV, walking away, opening doors, isolation, offering alternatives, communication, active listening, referral (manager, senior personnel, security, authority, control centre), breathing deeply and calmly, respecting personal space, making controlled movements, positive body language.

P7   **Other sources** may include; control centre, colleagues, emergency services.

Scope related to knowledge criteria

K1   **Conflict situations** may include; verbal abuse, physical abuse, offensive language, actions that could cause danger to others, actions that could cause damage to property.

K2   **Circumstances** may include; confusion, panic, disappointment, annoyance, disruption, being ignored, disagreements, alcohol, drugs, cultural differences, language barriers, negative body language.

K3   **Warning signs and indications** may include; negative body language, agitation, raised voices, sharp abrupt tone, rude or inappropriate language or gestures, crowds, delays.

K6   **Action and control** may include; using a body camera, CCTV, walking away, opening doors, isolation, offering alternatives, communication, active listening, referral (manager, senior personnel, security, authority, control centre), breathing deeply and calmly, respecting personal space, making controlled movements, positive body language.

K7   **Uses and effects** may include; deterrent, evidence.

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