TSC Category	Family & Community Partnership					
TSC	Situation Management with Families and Community					
TSC Description	Manage challenging situations with families and community to build consensus among stakeholders and achieve resolutions effectively					
TSC Proficiency Description	**Level 1**	**Level 2**	**Level 3**	**Level 4**	**Level 5**	**Level 6**
		ECC-PPR-2019-1.1	ECC-PPR-3019-1.1	ECC-PPR-4019-1.1	ECC-PPR-5019-1.1	
		Identify the key drivers for challenging situations	Apply effective stakeholder management strategies to facilitate the resolution of challenging situations	Develop and review the effectiveness of strategies, processes, and workplace practices for managing challenging situations	Establish policies and procedures for effective management of challenging situations across Centres	
Knowledge		• Diverse needs of children and families • Signs, stages and causes of disagreements • Organisational resources and support to manage challenging situations • Methods to resolve challenging situations • Roles and accountabilities in managing challenging situations	• Disagreement resolution techniques • Methods to identify misunderstanding • Facilitation, communication and negotiation methods to manage challenging situations • Effective communication techniques • Team leader roles and accountabilities for managing challenging situations with external stakeholders • Family-centred practices	• Types of strategic questioning techniques • Methods of constructive feedback • Desired goals and outcomes of negotiation • Factors affecting the prioritisation of goals and evaluation of possible trade-offs • Steps to develop relevant details and supporting arguments for negotiation • Advantages and disadvantages of various methods to resolve challenging situations with external stakeholders • Types of analytical tools and techniques and their application in problem-solving and decision-making process • Types of decision-making models for arriving at the preferred solution • Factors affecting the effectiveness of an implementation plan to resolve challenging situations with external stakeholders	• Best practices in managing challenging situations • Best practices in handling disagreement resolution • Latest theories and findings regarding disagreement resolution • International case studies in effective management of challenging situations	

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Abilities		• Identify signs, stages and causes of disagreement among individuals or groups of people • Identify key issues within a challenging situation • Define the challenging situation and highlight points of differences and contention objectively • Taking into consideration social and cultural differences of the parties involved • Identify potential areas of disagreement with internal and external stakeholders, and methods to overcome the issues at hand • Demonstrate respect for the individual's viewpoints in a challenging situation	• Apply appropriate communication and negotiation techniques to resolve challenging situations • Communicate effectively with internal and external stakeholders • Communicate with colleagues on how to resolve challenging situations with external stakeholders • Work with the involved parties to resolve disagreement and avoid misunderstanding • Build family-centred practices	• Propose Standard Operating Procedures (SOPs) and implementation plans to resolve challenging situations with external stakeholders • Review the effectiveness of disagreement resolution strategies • Establish appropriate follow up actions in a timely manner based on accurate and objective analytical techniques • Recognise early signs of disagreement and take action to prevent its recurrence • Manage challenging situations sensitively, courteously and discreetly • Take responsibility for outcomes • Determine the best resolutions for challenging situations to suggest changes to the relevant workplace practices • Coach colleagues to effectively resolve challenging situations with external stakeholders • Guide colleagues on the assessment and selection of the most appropriate resolution approaches	• Develop SOPs and implementation plans to resolve challenging situations with external stakeholders • Establish policies and procedures for effective management of challenging situations within or across Centres • Keep abreast of the latest disagreement management system and techniques • Engage and negotiate effectively with organisational internal and external stakeholders to come up with appropriate resolutions • Source for appropriate external or internal third-party interventions • Select and evaluate conflict resolution approaches in accordance with organisational policies and procedures • Implement disagreement resolution approaches to reach mutually agreed outcomes • Evaluate outcomes to determine learning points • Evaluate potential trade-offs to minimise the occurrence of challenging situations with internal and external stakeholders • Guide team in conflict resolution approaches in accordance with organisational policies and procedures to manage challenging situations and reach mutually agreed	

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					outcomes in the interest of all parties	

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