**Evidence of competence in managing a difficult situation**

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| **1** The best example. |  |
| **2** Context: brief details ofthe difficult situation: where it took place, and why it arose. |  |
| **3** Level of responsibility onthis occasion. The scaleand scope of the work orevent. |  |
| **4** Personal contribution:what I did to manage thesituation and resolve thedifficulty. |  |
| **5** The approach I took – whyI adopted the techniquesor strategy that I did. |  |
| **6** Who else was involved –and what they did. HowI involved or worked withothers on this occasion. |  |
| **7** The outcomes. How farthe conflict was resolvedfor the short or long term. |  |
| **8** What worked well on thisoccasion? |  |
| **9** What lessons did I learnfrom this occasion? |  |
| **10** What would I do differently on another occasion? |   |
| **11** How typical is thisexample for me (a daily/ weekly/occasional/rare occurrence)? |  |
| **12** Brief details of a recent (orsecond) example. |  |
| **13** Brief details of a third,preferably contrasting,example. |  |
| **14** How could thiscompetence be applied toother situations? |  |
| **15** How do I measuremy success for thiscompetence? |  |