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

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| **1** The best example. |  |
| **2** Context: brief details of  the difficult situation: where it took place, and why it arose. |  |
| **3** Level of responsibility on  this occasion. The scale  and scope of the work or  event. |  |
| **4** Personal contribution:  what I did to manage the  situation and resolve the  difficulty. |  |
| **5** The approach I took – why  I adopted the techniques  or strategy that I did. |  |
| **6** Who else was involved –  and what they did. How  I involved or worked with  others on this occasion. |  |
| **7** The outcomes. How far  the conflict was resolved  for the short or long term. |  |
| **8** What worked well on this  occasion? |  |
| **9** What lessons did I learn  from this occasion? |  |
| **10** What would I do differently on another occasion? |  |
| **11** How typical is this  example for me (a daily/ weekly/occasional/rare occurrence)? |  |
| **12** Brief details of a recent (or  second) example. |  |
| **13** Brief details of a third,  preferably contrasting,  example. |  |
| **14** How could this  competence be applied to  other situations? |  |
| **15** How do I measure  my success for this  competence? |  |