**ASSIGNMENT TASK for Unit: Managing stress and conflict in the organisation**

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| **Centre Number:** 010563 | **Centre Name:** Queen Mary University of London |
| **Learner Registration No** | **Learner Name** |
| **TASK**The purpose of this unit is to develop understanding and ability to be able to manage stress and conflict in own organisation, as required by a practising or potential middle manager.**note**An ILM Assessment Task provides an opportunity to relate your learning directly to your current organisation. It is recommended that you discuss the assignment with your line manager to explore and agree how the task could be used to support the needs of your employer (as well as evidencing your learning as part of completing your ILM qualification).If you are not currently working within an organisation, then you may complete this task in relation to an organisation with which you are familiar. This could include experience working in a voluntary capacityThe nominal word count for this assignment is 2500 words: The suggested range is between 2000 and 3000 words, however individuals have different writing styles, and there is no penalty if the word-count range is exceeded.*Check your assignment carefully prior to submission using the assessment criteria.*GUIDANCE:* Complete your assignment on this document in the section below labelled “Your Assignment”
* Save your assignment with the following title **PD122 Assignment YI XX.XX.XXXX** (where YI is your initials and XX.XX.XXXX is the date of submission).
* You need to cover every element of each task to pass the assignment. When you have completed each task, re-read the instructions to check that you have done what’s required.
* Check your spelling, grammar and presentation; your work should be professionally presented
* It is very important that your assignment represents your own work, written in your own words. In returning this assignment, you are agreeing to have it processed by similarity detection software. This will highlight text found in your work which matches text found on the internet, in journals and books, and in other submitted assignments. If you are in any doubt about what you may or may not include in your assignment, please consult your course tutor before submission.
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| *Please use the headings shown below when writing up your assignment* | **Assessment Criteria** |
| **Understand the effectiveness of own organisation in dealing with workplace stress and conflict** Evaluate and provide a conclusion or make recommendations on the effectiveness of the organisation in recognising workplace stress and conflict and providing the necessary support mechanisms. | * Evaluate the effectiveness of the organisation in recognising workplace stress and conflict and providing the necessary support mechanisms (28 marks)
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| **Be able to improve the management of workplace stress and conflict in own area of responsibility** Plan and implement improvements to the identification and approach to dealing with workplace stress and conflict in own area of responsibility.You are then required to critically evaluate own ability to identify and deal with workplace stress and conflict effectively in own area of responsibility in order to reach a conclusion or make recommendations. | * Plan improvements to the identification and approach to dealing with workplace stress and conflict in own area of responsibility (24 marks)
* Implement improvements to the identification and approach to dealing with workplace stress and conflict in own area of responsibility (20 marks)
* Critically evaluate own ability to identify and deal with workplace stress and conflict effectively in own area of responsibility (28 marks)
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| Complete your assignment in this space |
| **By submitting I confirm that this assessment is my own work** |
| **Name** |  | **Date** |  |

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