



Working with complexity in unpredictable and ambiguous contexts

- develop competence and confidence in managing complexity, risk, and uncertainty in professional decision making.

Focus **5.2** Working with conflict.

Mandatory learning activity

Reflect on your understanding of 'conflict,' 'challenge' and 'resistance' and how these present in social work practice. Reflect on whether such terms are used in your organisation and how this influences your practice.

Consider how you approach having challenging conversations with individuals, families and others while remaining committed to relationship-based practice. Think about the knowledge, skills and values you can use. Identify any actions for your practice.

Engage in reflective discussion with your supervisor, team or mentor about a situation where another professional, an individual or a family you are working with has shown hostile and resistant behaviour. Consider how you responded, and what impact this had on you. Identify what you have learned from this and any actions for your practice.

Please note, this mandatory learning activity relates most closely to core learning element 5: working with complexity in unpredictable and ambiguous contexts but all core learning elements are interconnected and should be considered holistically.

Please read [Core learning elements for social workers: NQSW descriptors and mandatory learning activity 2024](#) for full detail on how to meet the NQSW CPL requirements.