



Australian Government

AMPMGT810 Communicate and negotiate in a culturally diverse context

Release: 1

AMP MGT810 Communicate and negotiate in a culturally diverse context

Modification History

Release	Comments
Release 1	This version released with AMP Australian Meat Processing Training Package Version 8.0.

Application

This unit describes the skills and knowledge required to communicate and negotiate in multicultural business contexts, which require an understanding of cultural diversity.

This unit applies to leaders or managers who need to apply sound cross-cultural communication and negotiation strategies in their business practice and develop these skills in others. They typically undertake negotiations with other organisations in areas such as marketing, partnership and commercial agreements. These organisations could be onshore or offshore.

All work must be carried out to comply with workplace procedures, according to state/territory health and safety regulations, legislation and standards that apply to the workplace.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Mandatory workplace requirements apply to the assessment of this unit.

Pre-requisite Unit

Nil

Unit Sector

Management (MGT)

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Analyse organisation's	1.1 Define key elements of culture and cultural diversity from a range

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cross-cultural business practices using theoretical models of culture	of perspectives 1.2 Analyse the organisation's cultural practices in comparison to other cultures 1.3 Identify and implement improvements to practices and raise awareness of issues identified 1.4 Identify strengths and limitations of theoretical models of culture and diversity
2. Evaluate features of cultures relevant to the organisation's business requirements	2.1 Identify and describe significant events that have shaped selected cultures 2.2 Research and profile key characteristics of business systems in selected countries 2.3 Analyse and describe broad cultural differences in business behaviour in selected countries 2.4 Research and evaluate distinguishing features of business practices in selected countries
3. Develop cross-cultural awareness strategies, and communication and negotiation skills in a business setting	3.1 Identify ways in which workplace cultural norms impact business practices 3.2 Evaluate potential impact of improved cross-cultural awareness on business interactions 3.3 Apply formal and informal coaching and training strategies to improve organisational cross-cultural communication practices and strategies 3.4 Identify and apply negotiation strategies to address business requirements in a cross-cultural setting 3.5 Determine appropriate criteria and strategies to evaluate effectiveness of communication and negotiation in a cross-cultural business setting

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Learning	• Research online libraries to gain cultural knowledge and information • Use problem-solving skills to negotiate in difficult and complex situations
Oral communication	• Interact and negotiate through an interpreter in a culturally appropriate manner • Work effectively with groups and teams

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
AMPMT810 Communicate and negotiate in a culturally diverse context	AMPMT803 Communicate and negotiate in a culturally diverse context	Performance Criteria clarified Foundation Skills added Performance Evidence, Knowledge Evidence and Assessment Conditions reworded for clarity Mandatory workplace requirements clarified	Equivalent

Links

Companion Volumes, including Implementation Guides, are available at VETNet: -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>