



**Australian Government**

# **FNSCUS411 Participate in negotiations**

**Release: 1**

## FNSCUS411 Participate in negotiations

### Modification History

Release	Comments
Release 1	This version first released with the FNS Financial Services Training Package Version 8.0.  Supersedes and is equivalent to FNSCUS401 Participate in negotiations.

### Application

This unit describes the skills and knowledge required to take part in negotiations as an individual or member of a team, including planning, preparing, and applying effective negotiating techniques to finalise an agreement.

The unit applies to individuals who may use a range of specialised techniques in job roles across a variety of sectors and industries.

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

### Unit Sector

Customer service

### Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Plan negotiation	1.1 Clarify purpose, content, and desired outcomes of negotiation 1.2 Select approach to take based on analysis of strength and weakness of position, and most appropriate negotiating style 1.3 Identify consequences of not reaching agreement and determine other alternatives 1.4 Collect, analyse and organise information relevant to negotiation
2. Conduct negotiation	2.1 Put forward a strong argument to other parties using effective presentation skills, speaking, listening and questioning techniques

<b>ELEMENT</b>	<b>PERFORMANCE CRITERIA</b>
	2.2 Negotiate in a professional manner, showing respect for those with whom negotiations are conducted 2.3 Use effective techniques for dealing with conflict and breaking deadlocks, where required 2.4 Confirm final position, ensuring agreement and understanding by all parties
3. Finalise negotiation	3.1 Document agreement according to organisational policies and procedures with timelines for agreements to be implemented, if appropriate 3.2 Evaluate outcome of negotiation and decide if further action is required

## Foundation Skills

*This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.*

<b>SKILL</b>	<b>DESCRIPTION</b>
Oral communication	<ul style="list-style-type: none"> <li>Demonstrates flexibility in spoken interactions, in a range of verbal interactions, using persuasive language to present positions and reach agreement</li> </ul>
Reading	<ul style="list-style-type: none"> <li>Interprets, analyses and evaluates a range of textual information from a variety of sources to inform planning, approach and completion of negotiations</li> </ul>
Writing	<ul style="list-style-type: none"> <li>Addresses context, purpose and audience when generating texts that record relevant information</li> <li>Uses correct vocabulary, punctuation and grammar to document agreement outcomes</li> </ul>
Planning and organising	<ul style="list-style-type: none"> <li>Plans and organises processes and documentation related to negotiations</li> </ul>
Technology	<ul style="list-style-type: none"> <li>Uses the main features and functions of digital tools to complete work tasks and access information</li> </ul>

## Unit Mapping Information

Supersedes and is equivalent to FNSCUS401 Participate in negotiations.

## **Links**

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>