



Australian Government

FSKOCM008 Use oral communication skills to facilitate workplace negotiations

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with FSK Foundation Skills Training Package Version 2.0.

Application

This unit describes the skills and knowledge required to use oral communication skills to facilitate complex workplace negotiations, such as changes to company policies, negotiating changes to work practices including performance reviews, training plans and solutions to workplace problems.

An individual performing these tasks works independently and uses support from a range of established resources.

This unit applies to individuals who use, or are preparing to use, oral communication skills to complete workplace activities. This includes existing workers and individuals preparing for employment through vocational education and training. This unit should be integrated and contextualised with vocational training to support achievement of vocational competency.

This unit is aligned to, but does not fully address, the Australian Core Skills Framework (ACSF) oral communication core skill indicators .07 and .08 at level 4 in the workplace and employment domain of communication.

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

Unit Sector

Oral Communication

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. Prepare to facilitate complex workplace	1.1 Define the purpose of the negotiation and identify desired outcome

Element	Performance Criteria
negotiation	1.2 Identify negotiation participants, roles and responsibilities and required level of formality 1.3 Identify level of sensitivity and confidentiality and develop plan to manage throughout negotiation 1.4 Draw on knowledge of context to plan structure of negotiation to meet identified purpose
2. Facilitate workplace negotiation	2.1 Use appropriate oral communication strategies for workplace negotiation 2.2 Recognise and use appropriate grammar, vocabulary and pronunciation 2.3 Use appropriate non-verbal communication strategies 2.4 Monitor effectiveness of negotiation and make adjustments to oral communication strategies as required
3. Finalise negotiation and review performance	3.1 Establish outcome of negotiation and compare with intended outcome 3.2 Seek feedback on and review management of sensitive and confidential materials 3.3 Critically evaluate own performance to identify areas for improvement

Foundation Skills

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

Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Unit Mapping Information

Supersedes and is equivalent to FSKOCM08 Use oral communication skills to facilitate workplace negotiations.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=f572fe10-a855-4986-9295-3852c771f178>