



**Australian Government**

**FSKOCM012 Use oral communication  
skills to participate in workplace  
negotiations**

**Release: 1**

## FSKOCM012 Use oral communication skills to participate in workplace negotiations

### 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 participate in routine workplace negotiations, such as responding to customer complaints or enquiries, negotiating change to roster with co-workers, discussing a pay rise, or change to contract with manager/supervisor.

An individual performing these tasks works independently and uses familiar support resources as needed.

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 3 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 participate in routine workplace	1.1 Identify purpose of negotiation 1.2 Identify desired outcome and information to support position

<b>Element</b>	<b>Performance Criteria</b>
negotiation	1.3 Identify negotiation participants and level of formality
2. Participate in negotiation	2.1 Use appropriate oral communication strategies for workplace negotiation 2.2 Participate using conventional grammar, every day and some specific vocabulary and routine pronunciation 2.3 Recognise and use appropriate non-verbal communication strategies
3. Finalise negotiation and review performance	3.1 Confirm outcome of negotiation and compare with desired outcome 3.2 Seek feedback on contribution to negotiation 3.3 Evaluate own performance and communication strategies 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

No equivalent unit.

## Links

Companion Volume Implementation Guide is found on VETNet -

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