



Australian Government

FSKOCM08 Use oral communication skills to facilitate workplace negotiations

Release: 1

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Modification History

Release	Comments
Release 1	This streamlined version first released with <i>FSK Foundation Skills Training Package version 1.0</i> .

Application

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

This unit applies to individuals who need oral communication skills at Australian Core Skills Framework (ACSF) level 4 to undertake a vocational training pathway or workplace tasks.

This unit is designed for integration and contextualisation with vocational units to support achievement of vocational competency.

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 workplace negotiations	1.1 Define the purpose of the negotiation 1.2 Identify the scope of the negotiation
2. Facilitate workplace negotiations	2.1 Use appropriate oral communication strategies for workplace negotiation 2.2 Use appropriate grammar, vocabulary and pronunciation 2.3 Use appropriate non-verbal communication
3. Review own performance	3.1 Seek feedback on the effectiveness of communication for workplace negotiations 3.2 Critically evaluate own performance to identify areas for improvement

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
		<ul style="list-style-type: none"> Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.

Mapping Information

Not applicable

Links

Companion volumes from the IBSA website - <http://www.ibsa.org.au>