



Australian Government

MEM16002 Conduct formal interviews and negotiations

Release: 1

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Modification History

Release 1. Supersedes and is equivalent to MEM16002C Conduct formal interviews and negotiations

Application

This unit of competency defines the skills and knowledge required to plan, conduct and participate in interviews, and take part in negotiations. It requires the application of effective communication skills to explore defined ideas and achieve specific outcomes in formal on-site or small group situations.

This unit does not cover the skills needed for participation in formal group processes such as meetings which are covered by Unit MEM16001 Give formal presentations and take part in meetings.

For interviews associated with training and assessment, refer to the appropriate units.

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

Band: A

Unit Weight: 4

Pre-requisite Unit

MEM13015	Work safely and effectively in manufacturing and engineering
MEM16006	Organise and communicate information

Competency Field

Communication

Elements and Performance Criteria

Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element.	
1	Plan and conduct interviews	1.1	Follow standard operating procedures and comply with work, health and safety (WHS) requirements at all times
		1.2	Confirm purpose and required outcome/s of interview

Elements describe the essential outcomes.

Performance criteria describe the performance needed to demonstrate achievement of the element.

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| | | 1.3 | Plan and initiate interview to achieve a specified purpose |
| | | 1.4 | Use suitable questions appropriate to the purpose |
| | | 1.5 | Exercise discretion and confidentiality, as appropriate |
| 2 | Participate in interviews | 2.1 | Undertake suitable preparation |
| | | 2.2 | Employ active listening skills |
| | | 2.3 | Apply self-presentation appropriate to the purpose |
| | | 2.4 | Ask open and closed questions, as appropriate, to gain required response/information |
| | | 2.5 | Clarify follow-up activities and report in accordance with procedures |
| 3 | Take part in negotiations | 3.1 | Use language appropriate to the other party |
| | | 3.2 | Select the appropriate communication medium |
| | | 3.3 | State and clarify own and others' needs/wants |
| | | 3.4 | Represent the views of fellow employees, including own group or team, to others |
| | | 3.5 | Clarify follow-up activities and report in accordance with procedures |

Foundation Skills

This section describes those required skills (reading, writing, oral communication and numeracy) that are essential to workplace performance in this unit of competency.

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

Range of Conditions

This field allows for different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Interviews include one (1) or more of the following:

- job recruitment
- job progression
- performance reviews
- grievance

Preparation includes one (1) or more of the following:

- identifying interview goals
- identifying selection/assessment criteria
- identifying and inviting co-interviewers
- planning interview
- determining open and closed interview questions
- preparing interview room
- accessing required documents and materials
- introductions and explanations

Active listening skills include the following:

- appropriate body language and eye contact
- acknowledgements
- clarification of questions
- appropriate responses
- checking meaning

Communication medium includes one (1) or more of the following:

- face-to-face meeting
- telephone
- email
- written
- advocacy

Unit Mapping Information

Release 1. Supersedes and is equivalent to MEM16002C Conduct formal interviews and negotiations

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=b7050d37-5fd0-4740-8f7d-3b7a49c10bb2>