



Australian Government

AMPMGT803 Communicate and negotiate in a culturally diverse context

Release: 1

AMPMGT803 Communicate and negotiate in a culturally diverse context

Modification History

Release	TP Version	Comment
1	AMPv1.0	Initial release

Application

This unit describes the skills and knowledge required to communicate and negotiate in multicultural business contexts, which require an understanding of cultural diversity.

This unit applies to leaders or managers who need to apply sound cross-cultural communication and negotiation strategies in their business practice and develop these skills in others. They will typically undertake negotiations with other organisations in areas such as marketing, partnership and commercial agreements. These organisations could be onshore or offshore.

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

Pre-requisite Unit

Nil.

Unit Sector

Elements and Performance Criteria

Element	Performance criteria
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Analyse organisation's cross-cultural business practices using theoretical models of culture	1.1 Define key elements of culture and cultural diversity from a range of perspectives 1.2 Analyse the organisation's cultural practices in comparison to other cultures 1.3 Identify and implement improvements to practices and raise awareness of issues identified 1.4 Identify strengths and limitations of theoretical models of

Element	Performance criteria
	culture and diversity
2. Evaluate features of cultures relevant to the organisation's business requirements	2.1 Describe significant events that have shaped selected cultures 2.2 Research and profile key characteristics of business systems in selected countries 2.3 Analyse and describe broad cultural differences in business behaviour in selected countries 2.4 Research and evaluate distinguishing features of business practices in selected countries
3. Develop cross-cultural awareness strategies, and communication and negotiation skills in a business setting	3.1 Identify and communicate ways in which workplace cultural norms impact business practices 3.2 Evaluate potential impact of improved cross-cultural awareness on business interactions 3.3 Apply formal and informal coaching and training strategies to improve organisational cross-cultural communication practices and strategies 3.4 Identify and apply negotiation strategies to address business requirements in a cross-cultural setting 3.5 Determine appropriate criteria and strategies to evaluate effectiveness of communication and negotiation in a cross-cultural business setting

Foundation Skills

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

Range of Conditions

Unit Mapping Information

MTMBUS703A Communicate and negotiate in a culturally diverse context	E
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Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPMGT803 Communicate and negotiate in a culturally diverse context

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Performance Evidence

Candidates must be observed using an understanding of cultural diversity to communicate and negotiate in multicultural business contexts. Evidence must demonstrate the candidate's consistency of performance over time.

Candidates must:

- interact and negotiate in a range of cross-cultural contexts relevant to the business of the enterprise
- interact appropriately with partners, customers, governments and other stakeholders
- identify the organisation's approach to accommodating cultural diversity
- identify the strengths and weaknesses in models of cultural analysis
- use initiative and enterprise skills account for cultural contexts, similarities and differences
- apply knowledge to identify and apply multiple perspectives and interpretations, and appropriate protocols and language
- research academic theories of culture and present them in plain English
- use problem-solving skills to negotiate in difficult and complex situations
- communicate and negotiate through an interpreter in a culturally appropriate manner
- work effectively with groups and teams
- research online and to use libraries to gain cultural knowledge and information

Knowledge Evidence

Candidates must demonstrate specialised and integrated technical and theoretical knowledge of:

- communication styles and methods, and the protocols of people from a range of cultures
- definitions of culture and cultural diversity based on a numerous theoretical models
- cultural biases inherent in any relevant conceptual models of culture
- implicit and explicit similarities and differences within and between countries and cultures
- important features of relevant cultures

- workplace health and safety protocols for interactions with people at work, particularly duty of care requirements
- personal cultural assumptions shaping expectations and outcomes
- sources of assistance for international visitors, including access to interpreters
- types of communication specific to cross-cultural business environments

Assessment Conditions

Assessment must ensure:

- activities are related to a business context
- access to workplace context in which cross-cultural communication and negotiation skills are required

Assessors must satisfy current standards for RTOs.

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