



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>