



Australian Government

AMPMGT810 Communicate and negotiate in a culturally diverse context

Release: 1

AMPMGT810 Communicate and negotiate in a culturally diverse context

Modification History

Release	Comments
Release 1	This version released with AMP Australian Meat Processing Training Package Version 8.0.

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 typically undertake negotiations with other organisations in areas such as marketing, partnership and commercial agreements. These organisations could be onshore or offshore.

All work must be carried out to comply with workplace procedures, according to state/territory health and safety regulations, legislation and standards that apply to the workplace.

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

Mandatory workplace requirements apply to the assessment of this unit.

Pre-requisite Unit

Nil

Unit Sector

Management (MGT)

Elements and Performance Criteria

Elements	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Analyse organisation's	1.1 Define key elements of culture and cultural diversity from a range

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cross-cultural business practices using theoretical models of culture	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 culture and diversity
2. Evaluate features of cultures relevant to the organisation's business requirements	2.1 Identify and 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 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

This section describes those language, literacy, numeracy and employment skills that are essential for performance in this unit of competency but are not explicit in the performance criteria.

Skill	Description
Learning	• Research online libraries to gain cultural knowledge and information • Use problem-solving skills to negotiate in difficult and complex situations
Oral communication	• Interact and negotiate through an interpreter in a culturally appropriate manner • Work effectively with groups and teams

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
AMPMGT810 Communicate and negotiate in a culturally diverse context	AMPMGT803 Communicate and negotiate in a culturally diverse context	Performance Criteria clarified Foundation Skills added Performance Evidence, Knowledge Evidence and Assessment Conditions reworded for clarity Mandatory workplace requirements clarified	Equivalent

Links

Companion Volumes, including Implementation Guides, are available at VETNet: -
<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e2e56b7-698f-4822-84bb-25adbb8443a7>

Assessment Requirements for AMPMGT810 Communicate and negotiate in a culturally diverse context

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Performance Evidence

An individual demonstrating competency must satisfy all of the elements and performance criteria in this unit.

There must be evidence that the individual has communicated and negotiated in culturally diverse contexts relevant to the business, over a period of at least three months, including:

- interacted and negotiated in at least three cross-cultural contexts about business issues
- interacted effectively with partners, customers, governments and other stakeholders
- used appropriate protocols and language when dealing with multiple perspectives and interpretations
- used problem-solving skills to negotiate in difficult and culturally complex situations
- identified the organisation's approach to accommodating cultural diversity
- identified strengths and weaknesses of cultural diversity models
- researched theories of managing cultural diversity relevant to the workplace
- developed cross-cultural awareness within the workplace.

Mandatory workplace requirements

All performance evidence specified above must be demonstrated in a culturally diverse agribusiness context.

Knowledge Evidence

An individual must be able to demonstrate the knowledge required to perform the tasks outlined in the elements and performance criteria of this unit. This includes knowledge of:

- communication styles and methods, and the protocols of people from a range of cultures relevant to the business
- definitions of culture and cultural diversity based on a range of 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 aspects of cultures relevant to the business

- 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 of the skills in this unit of competency must take place under the following conditions:

- physical conditions:
 - *skills must be demonstrated in a culturally diverse agribusiness context*
- resources, equipment and materials:
 - access to appropriate technology for researching and communicating
- specifications:
 - *workplace documents such as policies and procedures that guide communications and business interactions*
 - *access to legislation and codes of practice relevant to workplace operations.*

Assessment for this unit must include at least three forms of evidence.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Mandatory workplace requirements

Mandatory workplace requirements are shown in *italic* text. Refer to the Companion Volume Implementation Guide for further information.

Links

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