



Australian Government

Department of Education, Employment and Workplace Relations

FNSICGEN402B Participate in negotiations

Release: 1

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Modification History

Not applicable.

Unit Descriptor

This unit covers the skills and knowledge required to take part in negotiations either as an individual or as a member of a team. It includes effective negotiating techniques, planning and preparing for the negotiation and finalising the agreement.

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Application of the Unit

This unit requires the application of a range of skills and techniques designed to ensure that negotiations lead to the best possible outcome for all parties. It may be applied in all sectors of the financial services industry.

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Licensing/Regulatory Information

Not applicable.

Pre-Requisites

Not applicable.

Employability Skills Information

The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary for the qualification in which this unit of competency is packaged, will assist in identifying employability skills requirements. The required outcomes described in this unit of competency contain applicable facets of employability skills. The Employability Skills Summary for the qualification in which this unit of competency is packaged, will assist in identifying employability skills requirements.

Elements and Performance Criteria Pre-Content

Elements define the essential outcomes of a unit of competency.

Performance Criteria describe the required performance needed to demonstrate achievement of the Element. **Bold, italicised** terms are elaborated in the Range Statement. Assessment of performance is to be consistent with the Evidence Guide.

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Elements and Performance Criteria

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Element	Performance Criteria
1 Plan the negotiation	1.1 The purpose of the negotiation is clarified, including content and desired outcomes 1.2 The approach to be taken is based on an analysis of the strength and weakness of the position and the most appropriate negotiating style 1.3 The consequences of not reaching agreement are identified and other alternatives are determined 1.4 All information relevant to the negotiation is collected, analysed and organised to support the selected approach
2 Conduct the negotiation	2.1 Effective presentation skills, speaking, listening and questioning techniques are used to put forward a strong argument to other parties 2.2 The negotiation is conducted in a professional manner, including showing respect for those with whom the negotiations are conducted 2.3 Effective techniques are used for dealing with conflict and breaking deadlocks, where required 2.4 The final position is confirmed, ensuring agreement and understanding by all parties

- 3 Finalise the negotiation
 - 3.1 The agreement is accurately documented, including timelines for agreements to be implemented, if appropriate
 - 3.2 The outcome of the negotiation is evaluated and a decision made on whether further action is required

Required Skills and Knowledge

REQUIRED KNOWLEDGE&SKILLS

Knowledge requirements include:

negotiating techniques
questioning techniques
relevant product knowledge
relevant policy and procedures knowledge
conflict resolution strategies and techniques
relevant legislation and codes of conduct

Skills requirements include:

presenting, speaking and listening skills
questioning skills
interpersonal skills
research skills
organising and planning skills
the ability to analyse information
decision making skills
problem solving
using the organisation's software and office technology

Evidence Guide

EVIDENCE GUIDE

Assessment of performance requirements in the unit should be undertaken in an industry context. The Evidence Guide identifies the critical aspects, knowledge and skills to be demonstrated to confirm competency for the unit. Competency is demonstrated by performance of all stated criteria including the Range Statement applicable to the workplace.

Overview of assessment requirements

To achieve competency in this unit, a person must be able to demonstrate:
the ability to plan, conduct and finalise negotiations that result in mutually acceptable agreements for negotiating parties

Critical aspects of evidence

Evidence required for demonstration of consistent performance:

Competence in this unit must be assessed over a period of time in order to ensure consistency of performance over the Range Statement and contexts applicable to the work environment.

Delivery/relationship to other units:

This unit may be assessed on its own or it may be assessed with other units that cover related skills and knowledge.

Evidence is most relevant when provided through an integrated activity which combines the elements of competency for the unit, or a cluster of units of competency.

Assessment requirements

Method of assessment:

For valid and reliable assessment of this unit, evidence should be gathered through a range of methods to indicate consistent performance.

Assessment of this unit of competence will usually include observation of processes and procedures, oral and/or written questioning on underpinning knowledge and skills and other methods as required.

Context of assessment:

This unit may be assessed at work, in a simulated work environment or a combination of these.

Resources required for assessment:

Assessment of this unit of competence requires access to relevant workplace documentation, policies and procedures, computers and other branch or office equipment.

Range Statement

The Range Statement relates to the unit of competency as a whole. It allows for different work environments and situations that will affect performance.

The following variables may be present with training and assessment depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts. If **bold italicised** text is shown in Performance Criteria, details of the text are provided in the Range Statement.

Purpose of the negotiation may include:	settling claims or disputes terms and conditions of a contract terms and conditions of employment payments of fees roles and responsibilities
Strength may include:	detailed knowledge of products and services need to comply with legislation, regulations or codes of conduct morality industrial relations power contacts and influence control of resources
Negotiating style may include:	collaborative competitive subordinate
Effective questioning techniques may include:	asking open questions (allow range of answers) asking closed questions (answer yes or no) asking reflective questions (allowing the speaker to clarify their answer)
Effective presentation skills may include:	preparing for presentation presenting facts in a logical sequence speaking clearly and simply and using appropriate vocabulary using active listening skills and providing opportunities for feedback

Techniques for breaking deadlocks may include:

- restating the position
- clarifying the position of both parties
- summarising progress to date
- deferring the decision
- preparing a compromise
- calling in a third party

Unit Sector(s)

Not applicable.

Relationship to other units

This unit replaces FNSICGEN402A.

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