



Australian Government

FSKOCM008 Use oral communication skills to facilitate workplace negotiations

Release: 1

FSKOCM008 Use oral communication skills to facilitate workplace negotiations

Modification History

Release	Comments
Release 1	This version first released with FSK Foundation Skills Training Package Version 2.0.

Application

This unit describes the skills and knowledge required to use oral communication skills to facilitate complex workplace negotiations, such as changes to company policies, negotiating changes to work practices including performance reviews, training plans and solutions to workplace problems.

An individual performing these tasks works independently and uses support from a range of established resources.

This unit applies to individuals who use, or are preparing to use, oral communication skills to complete workplace activities. This includes existing workers and individuals preparing for employment through vocational education and training. This unit should be integrated and contextualised with vocational training to support achievement of vocational competency.

This unit is aligned to, but does not fully address, the Australian Core Skills Framework (ACSF) oral communication core skill indicators .07 and .08 at level 4 in the workplace and employment domain of communication.

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

Unit Sector

Oral Communication

Elements and Performance Criteria

Element	Performance Criteria
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Prepare to facilitate complex workplace	1.1 Define the purpose of the negotiation and identify desired outcome

Element	Performance Criteria
negotiation	1.2 Identify negotiation participants, roles and responsibilities and required level of formality 1.3 Identify level of sensitivity and confidentiality and develop plan to manage throughout negotiation 1.4 Draw on knowledge of context to plan structure of negotiation to meet identified purpose
2. Facilitate workplace negotiation	2.1 Use appropriate oral communication strategies for workplace negotiation 2.2 Recognise and use appropriate grammar, vocabulary and pronunciation 2.3 Use appropriate non-verbal communication strategies 2.4 Monitor effectiveness of negotiation and make adjustments to oral communication strategies as required
3. Finalise negotiation and review performance	3.1 Establish outcome of negotiation and compare with intended outcome 3.2 Seek feedback on and review management of sensitive and confidential materials 3.3 Critically evaluate own performance to identify areas for improvement

Foundation Skills

This section describes language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

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

Unit Mapping Information

Supersedes and is equivalent to FSKOCM08 Use oral communication skills to facilitate workplace negotiations.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=f572fe10-a855-4986-9295-3852c771f178>

Assessment Requirements for FSKOCM008 Use oral communication skills to facilitate workplace negotiations

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- facilitate at least one complex workplace negotiation.

Facilitation must include speaking and listening.

Knowledge Evidence

During the above spoken exchange the candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- common purposes and outcomes of complex workplace negotiations
- relevant policies and procedures and role in workplace communications
- typical participants of complex workplace negotiations and their roles and responsibilities
- registers of communication and applicability to different workplace contexts
- techniques to identify and manage sensitivities or confidentialities in workplace negotiations
- relevant oral communication strategies that support facilitation of complex workplace negotiations
- non-verbal communication strategies to facilitate workplace negotiations
- grammar, vocabulary and pronunciation to facilitate workplace negotiations
- specialised vocabulary, idioms and colloquialisms relevant to workplace
- techniques to monitor effectiveness of interaction and strategies to influence change in direction
- strategies to review performance.
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Assessment Conditions

Competency is to be assessed in the workplace, a workplace simulated environment or a vocational training context. Spoken exchanges must be undertaken with real individuals.

Skills must be demonstrated using complex oral exchanges that reflect those typically undertaken in a workplace.

The following resources are to be made available:

- own familiar support resources
- participants for workplace negotiation described in performance evidence.

Assessors must:

- satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards, and
- have sound knowledge of the ACSF and performance features of the ACSF level being assessed, and
- have demonstrable expertise, knowledge and skills in the vocational contextualisation and assessment of the core skill, oral communication, and
- have completed the following or equivalent:
 - TAESS00009 Address Foundation Skills in Vocational Practice Skill Set; or
 - a higher level education qualification, such as:
 - TAE80113 Graduate Diploma of Adult Language, Literacy and Numeracy Practice (and its equivalent TAE70111); or
 - Bachelor of Education, Graduate Certificate or Graduate Diploma of Education, or higher. This may include qualifications relating to TESOL, adult education or vocational education.
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