



**Australian Government**

# **FSKOCM08 Use oral communication skills to facilitate workplace negotiations**

**Release: 1**

# FSKOCM08 Use oral communication skills to facilitate workplace negotiations

## Modification History

| Release   | Comments                                                                                                 |
|-----------|----------------------------------------------------------------------------------------------------------|
| Release 1 | This streamlined version first released with <i>FSK Foundation Skills Training Package version 1.0</i> . |

## Application

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

This unit applies to individuals who need oral communication skills at Australian Core Skills Framework (ACSF) level 4 to undertake a vocational training pathway or workplace tasks.

This unit is designed for integration and contextualisation with vocational units to support achievement of vocational competency.

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 workplace negotiations  | 1.1 Define the purpose of the negotiation<br>1.2 Identify the scope of the negotiation                                                                                                   |
| 2. Facilitate workplace negotiations             | 2.1 Use appropriate oral communication strategies for workplace negotiation<br>2.2 Use appropriate grammar, vocabulary and pronunciation<br>2.3 Use appropriate non-verbal communication |

| Element                   | Performance Criteria                                                                                                                                            |
|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3. Review own performance | 3.1 Seek feedback on the effectiveness of communication for workplace negotiations<br>3.2 Critically evaluate own performance to identify areas for improvement |

## Foundation Skills

*This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.*

| Skill | Performance Criteria | Description                                                                                                                                                     |
|-------|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
|       |                      | <ul style="list-style-type: none"><li>Foundation skills essential to performance are explicit in the performance criteria of this unit of competency.</li></ul> |

## Mapping Information

Not applicable

## Links

Companion Volume implementation guides are found in VETNet -

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

## Assessment Requirements for FSKOCM08 Use oral communication skills to facilitate workplace negotiations

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### Performance Evidence

Evidence of the ability to:

- facilitate complex workplace negotiations appropriate to audience and purpose
- review the effectiveness of own performance to identify areas for improvement.

Evidence must be collected using typical workplace negotiations.

Note: Where a specific volume and/or frequency is not specified, evidence must be provided at least once.

### Knowledge Evidence

Evidence of the following knowledge must be demonstrated:

- oral communication strategies to facilitate workplace negotiations
- non-verbal communication to facilitate workplace negotiations
- grammar, vocabulary and pronunciation to facilitate workplace negotiations.

### Assessment Conditions

Assessment texts and tasks reflect those typically found in the workplace.

Individuals can access a range of established support resources.

Culturally appropriate processes and techniques suited to the language, literacy and numeracy capacity of individuals and the work being performed must be used.

Reasonable adjustments can be made to ensure equity in assessment for people with disabilities.

Assessors must satisfy NVR/AQTF assessor requirements, have sound knowledge of the ACSF and have demonstrable expertise in the vocational contextualisation and assessment of the core skill – oral communication.

## Links

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