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| Title: | **Understanding negotiation and networking in the workplace** |
| Level: | **3** |
| Credit value: | **1** |
| Unit guided learning hours | **6** |
| Learning outcomes (the learner will) | Assessment criteria (the learner can) |
| 1. Know how to influence and negotiate with others to achieve objectives
 | 1.11.21.3 |  Explain the general principles of negotiationExplain a relevant technique for influencing others to achieve workplace objectivesDescribe how to reduce resistance and minimise conflict to achieve a win-win situation in the workplace during negotiations |
| 1. Understand the value of networking
 | 2.12.22.3 | Explain the value of networkingIdentify an appropriate network for a manager in the workplace Describe methods to establish and maintain effective professional relationships with the identified network |
| **Additional information about the unit** |  |
| Unit purpose and aim(s) | To develop knowledge and understanding of negotiation and networking in the workplace as required by a practising or potential first line manager. |
| Details of the relationship between the unit and relevant national occupational standards or professional standards or curricula (if appropriate) | Links to Management & Leadership 2008 NOS: D1, D10 |
| Assessment requirements or guidance specified by a sector or regulatory body (if appropriate) |  |
| Support for the unit from a sector skills council or other appropriate body (if required) | Council for Administration (CfA) |
| Equivalencies agreed for the unit (if required) | M3.31 - Influencing others at work |
| Location of the unit within the subject/sector classification system | 15.3 – Business Management |
| **Additional Guidance about the Unit** |
| **Indicative Content:** |
| 1 | * Formal and informal negotiation
* Negotiation strategy, tactics and behaviour
* Non-verbal communication and social skills
* Techniques for influencing others
* Value systems and other barriers to acceptance
* Conflict and its resolution to achieve a win-win situation
* Levels of power and authority, and the impact on negotiation
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| 2 | * Nature, purpose and value of networking
* Identification of relevant networks
* Effective networking practices and skills
* Network and contact creation
* Methods to establish and maintain effective professional relationships at various levels
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