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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 | | | 1.1  1.2  1.3 | Explain the general principles of negotiation  Explain a relevant technique for influencing others to achieve workplace objectives  Describe how to reduce resistance and minimise conflict to achieve a win-win situation in the workplace during negotiations |
| 1. Understand the value of networking | | | 2.1  2.2  2.3 | Explain the value of networking  Identify 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 | | | |
| 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 | | | |