



Foundation Skills

Assessment Guide



FSKOCM012 Use oral communication skills to participate in workplace negotiations

Instructions to Assessor

- Each task needs to be completed independently
- The Marking Criteria specifies the demonstration of skill and knowledge required for each task

Elements & PC:	Evidence of the ability to:	Knowledge of:	
1.1, 1.2	<ul style="list-style-type: none"> • Identify purpose of negotiation • Identify desired outcome and information to support position 	<ul style="list-style-type: none"> • Common purposes and outcomes of routine workplace negotiations • Typical participants of workplace negotiations 	Task 1
1.3	<ul style="list-style-type: none"> • Identify negotiation participants and level of formality 	<ul style="list-style-type: none"> • Informal and formal register of communication and the application of each 	Task 2
2.1, 2.2, 2.3	<ul style="list-style-type: none"> • Use appropriate oral communication strategies for workplace negotiations • Participating using conventional grammar, every day and some specific vocabulary and routine pronunciation • Recognise and use appropriate non-verbal communication strategies 	<ul style="list-style-type: none"> • Relevant oral communication strategies that support participation in routine workplace negotiations • Non-verbal communication strategies to participate in workplace negotiations • Range of tenses and when to use them 	Task 3
3.1, 3.2, 3.3	<ul style="list-style-type: none"> • Confirm outcome of negotiation and compare with desired outcome • Seek feedback on contribution to negotiation • Evaluate own performance and communication strategies to identify areas for improvement 	<ul style="list-style-type: none"> • Intelligible pronunciation of key language • Routine and some specialised vocabulary • Strategies to review performance 	Task 4

Evidence must be collected using spoken exchanges typically found in the workplace.

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

Speaking

Task 1: Working the team

You are the supervisor of five plumbers and five electricians for a company that delivers plumbing & electrical services for people at their homes and office blocks.

It is important that you can speak clearly with the contractors. It is also important that you can answer their questions and listen to their complaints.

You are facilitating the morning staff meeting and have raised the issue that staff have been turning up late to site and not calling the client to advice of the delay.

JASON STEWARTS MARKETING AND OFFICE SUPPLIES

You provide an example of a plumber turning up to fix a leaking toilet for Mr Jason Stewart's marketing and office supply business. He was supposed to turn up at 9am however he never turned up or called the client to advise why. A complaint was then made as the leak got worse and caused damage to the bathroom. Company policy clearly states that if you are late that you must call the client to advice of the new time or organise another staff to attend.

Write down how you would address this issue at the staff meeting.:

You:

Answer: answers should include listening to all staff & client and their concerns and speaking clearly and concisely about the company policy.

Marking Criteria:	Select criteria
Speaking . listens and responds to others in meetings . explains clearly policies that affect workplace teams	

Speaking

Task 2: Facilitating a meeting

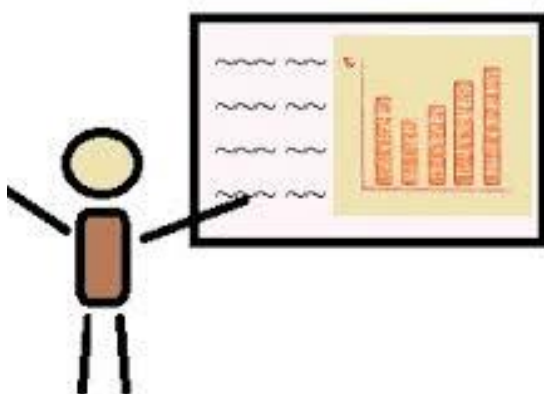
The monthly nurses & doctors work meeting is due, and the main topic is that due process is not being followed when processing patients. You need to communicate this issue with the workers. What type of meeting will you hold? Formal or informal?

You are aware that Jason, one of the head triage nurses on the floor is likely to become quite agitated with you. Your manager will also be attending the meeting.

You have prepared all your notes but do not use information technology because this would only aggravate the team.

Because of the sensitivity of this meeting, you decide to practice your points first. You ask another person to listen to it.

Seek feedback and note it here



Answer: students must provide written feedback from another person about their draft presentation. They need to also attach a copy of the presentation in written form and provide feedback on their own performance

Marking Criteria:	Select criteria
<p>Speaking</p> <ul style="list-style-type: none">. drafts a presentation identifying target audience and key points to be raised. writes a draft using information gathered from different sources. practices the presentation with another person. edits presentation after feedback	

Final Recording Form

Candidate name:.....

Trainer/Assessor:.....

Course: Foundation Skills

Code	Foundation Skill – ACSF Level 4	Completed	Date
FSKOCM012 Use oral communication skills to participate in workplace negotiations	Speaking	Task 1	
	Speaking	Task 2	
	Learning	Task 3	
	Speaking	Task 4	

Signed: (Candidate) Date:.....

Signed:..... (Assessor) Date:.....