

Unit Title: Negotiation Skills
Unit Level: Level 1
Unit Credit Value: 3
GLH: 27
LASER Unit Code: WJC685
Ofqual Unit Code: R/506/0755

This unit has 5 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Be able to communicate own wants, needs and views to others.	1.1	Outline own wants needs and/or views in relation to a specific situation.
		1.2	Give reasons for own wants, needs and/or views.
2.	Be able to respond to the objections or queries of others.	2.1	Give answers which clarify wants, needs, and/or views, or reasons for these, when challenged by others.
3.	Be able to discuss the wants, needs or views of others.	3.1	Actively listen to opposing standpoints of other party or parties in relation to a specific situation.
		3.2	Challenge the wants, needs, and/or views of others, through appropriate questioning or statements.
4.	Be able to suggest ways forward at the end of a negotiation process.	4.1	Identify possible solutions, relevant to a specific situation, which include elements that satisfy each party.
5.	Know about compromise.	5.1	Give an example of a compromise, relevant to a specific situation.
		5.2	State why it is important to be able to compromise.

Assessment Guidance:

NA

Additional Information:

NA