

Unit Title: Negotiation Skills
Unit Level: Level 2
Unit Credit Value: 3
GLH: 24
LASER Unit Code: WJD415
Ofqual Unit Code: Y/504/7781

This unit has 6 learning outcomes.

LEARNING OUTCOMES		ASSESSMENT CRITERIA	
The learner will:		The learner can:	
1.	Know the difference between negotiation and debate.	1.1	Describe the characteristics of negotiation and debate.
		1.2	Identify differences between negotiation and debate.
2.	Know about different tactics people use to stall or halt the decision making process.	2.1	Describe common tactics used to stall or halt the negotiation process.
		2.2	Describe strategies that could be used to move the process on.
3.	Know about constructive and destructive behaviour in times of conflict.	3.1	Describe: a) constructive behaviour b) destructive behaviour.
		3.2	Explain how to be constructive in difficult situations to lessen destructive behaviour.
4.	Be able to use strategies for negotiation.	4.1	Describe different strategies that that can be used for successful negotiation.
		4.2	Demonstrate the practical application of the identified strategies.
		4.3	Explain how the use of these strategies can help to achieve the desired outcome.
5.	Know about the differing roles in negotiation situations.	5.1	Identify differing roles within the negotiation situation.
		5.2	Describe the implications of assuming different roles within negotiating situations.
6.	Know about the application of the stages of successful negotiation.	6.1	Explain the role of each of the stages of negotiation.
		6.2	Describe how knowledge of each stage can be used to achieve outcomes.
		6.3	Demonstrate the use of the different stages.

Assessment Guidance:

NA

Additional Information:

NA
