

Learning Assessment Guide

Unit Standard 7124 – Version 3

Demonstrate knowledge of one-to-one negotiation

Level 2 – 2 Credits

| Assessment Summary | | | |
|---|--|----------------|--|
| Learner to complete | | | |
| Learner's name: | | | |
| Employer: | | | |
| NSN no. (ROL): | | DOB: | |
| Signed: | | Date: | |
| Assessor to complete | | | |
| <input type="checkbox"/> Meets requirements <input type="checkbox"/> More training required <input type="checkbox"/> More evidence required | | | |
| Assessor's name: | | Assessor's No. | |
| Signed: | | Date: | |

Before you begin...

- As well as this Learning Assessment Guide, you may also want to refer to the unit standard from the NZQA website (<http://www.nzqa.govt.nz>).
- Read the Trainee Information Kit. The kit contains important information and guidelines for Learners and can be found on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.
- Check the learning resources available for this unit standard on the Learning State website (<http://www.learningstate.govt.nz>) under Learners, then Learning Assessment Guides.

This Learning Assessment Guide is made up of:

- written task sheets for you to complete
- assessment results that the assessor will use to assess your competence.

The tasks in this assessment are designed to show your assessor that you can:

- 1 Describe your own behaviours and responses in one-to-one negotiation.
- 2 Describe actions and strategies for achieving positive outcomes in one-to-one negotiation.

Assessment Task One – Element 1

This assessment task is designed to assess your ability to describe your own behaviours and responses in one-to-one negotiation.

Task One instructions

- Select a one-to-one negotiation scenario from your experience. The negotiation should be one that you initiated in which there was an element of opposition.
- Give a brief description of the scenario that you have selected and answer the questions on the 'Task One Scenario Initiated by Me' sheet.
- Repeat the exercise with a scenario which was initiated by somebody else. Describe the second scenario and answer the questions within that context on the sheet: 'Task One Scenario Initiated by Other(s)'. There should be an element of opposition in this scenario also.
- Your assessor may wish to discuss your responses with you, providing you with an opportunity to elaborate on your descriptions, and providing your assessor with an opportunity to ensure sufficiency of evidence.
- If you wish to complete this task orally, please discuss this option with your assessor.
- The above two bullet points apply to all tasks within the assessment activity.

Task One Scenario Initiated by Me

- 1 Provide a brief overview of the scenario of a one-to-one negotiation that you initiated in which there was an element of opposition.

- 2 What preparation did you do for the negotiation?

- 3 What is your perception of the power relationships operating before, during and after the negotiation?

- 4 How did you react and/or respond to rebuttals during the negotiations?

- 5 How did you feel during and after the negotiation?

- 6 What was the nature of the agreement or non-agreement that was reached?

- 7 To what extent were your own needs met?

- 8 Was the outcome fair for both parties?
- 9 How did the outcome affect the relationship?
- 10 Which of the following types of negotiation does your example demonstrate?
- (a) Win – win
 - (b) Win – lose
 - (c) Lose – win
 - (d) Lose – lose
- 11 How were the following demonstrated by your behaviour during the negotiation?
- (a) Your beliefs
 - (b) Your values
 - (c) Your assumptions

Task One Scenario Initiated by Other(s)

- 1 Provide a brief overview of the scenario of a one-to-one negotiation that somebody else initiated in which there was an element of opposition.

- 2 What preparation did you do for the negotiation?

- 3 What is your perception of the power relationships operating before, during and after the negotiation?

- 4 How did you react and/or respond to rebuttals during the negotiations?

- 5 How did you feel during and after the negotiation?

- 6 What was the nature of the agreement or non-agreement that was reached?

- 7 To what extent were your own needs met?

- 8 Was the outcome fair for both parties?
- 9 How did the outcome affect the relationship?
- 10 Which of the following types of negotiation does your example demonstrate?
- (a) Win – win
 - (b) Win – lose
 - (c) Lose – win
 - (d) Lose – lose
11. How were the following demonstrated by your behaviour during the negotiation?
- (a) Your beliefs
 - (b) Your values
 - (c) Your assumptions

Assessment Task Two – Element 2 (PC 2.1)

This assessment task is designed to assess your ability to describe actions and strategies for achieving positive outcomes in one-to-one negotiation.

The focus is on describing steps to prepare for negotiation in relation to a defined situation.

Task Two instructions

- Unlike Task One, where you chose a single scenario as the basis of your response, this activity allows you to draw on a number of different experiences.
- When answering each question, provide sufficient background for your examples to give a clear picture of the situation to your assessor. You may use the same scenario for several answers if it is appropriate. You may use the two scenarios from Task One if you wish.
- If you have not experienced some of the situations referred to, please create a hypothetical example that would be relevant to your work.

Assessment Task Three – Element 2 (PC 2.2)

This assessment task is designed to assess your ability to describe actions and strategies for achieving positive outcomes in one-to-one negotiation.

The focus is on identifying actions consistent with win-win negotiation in relation to an actual or simulated situation.

Task Three instructions

- The emphasis in Task Two was on your preparation for negotiations. This activity is focused on your knowledge of strategies that lead to win-win outcomes.
- Using the written headings on the 'Task Three Questions' sheet, provide at least five examples of strategies which contribute to win-win negotiation.

Task Three Questions

Strategies for a win-win negotiation

Brief outline of your scenario:

Give examples from your selected win-win scenario for at least five of the following:

- 1 Parties seeking an agreed negotiation process at the outset of negotiations.
- 2 Statements of desired outcomes given by both parties to the negotiation.
- 3 Each party presenting its own case clearly and briefly.
- 4 The parties identifying and acknowledging points of agreement and disagreement.
- 5 Parties acknowledging the other party's feelings and/or opinions.
- 6 Parties focusing on interests rather than positions.
- 7 Parties stating their understanding and checking with each other on the outcome and any follow-up actions and responsibilities.

Assessment Task Four – Element 2 (PC 2.3)

This assessment task is designed to assess your ability to describe actions and strategies for achieving positive outcomes in one-to-one negotiation.

The focus is on describing how strategies for dealing with tactics used by the other party to inhibit fair negotiation contribute to a fair agreement being reached and how they preserve the relationship in term for further negotiation.

Task Four instructions

- Use the 'Task Four Questions' sheet to provide a strategy for three types of unfair tactics which may be used during negotiation.
- Examples of unfair tactics may include obstructiveness, offensiveness, deception or others.

Task Four Questions

For three types of unfair tactics which may be used during negotiation, describe briefly:

- 1 a strategy for dealing with it
- 2 how your strategy will contribute to fair agreement being reached.
- 3 how your strategy preserves the relationship between parties for further negotiation.

Unfair Tactic: _____

| Strategy | Contribution to fair agreement being reached | How the strategy preserves the relationship between parties |
|----------|--|---|
| | | |

Unfair Tactic: _____

| Strategy | Contribution to fair agreement being reached | How the strategy preserves the relationship between parties |
|----------|--|---|
| | | |

Unfair Tactic: _____

| Strategy | Contribution to fair agreement being reached | How the strategy preserves the relationship between parties |
|----------|--|---|
| | | |

Assessment Results

These are the judgements that your assessor will use to assess you.

| | | |
|--|------------|-----------|
| Has the learner described their own behaviours and responses in relation to in one-to-one negotiation? | Yes | No |
| Has the learner has described their own experience of one-to-one negotiation? | Yes | No |
| Were the learners scenario(s) based on evidence from own experience - own behaviour and response patterns in one-to-one negotiation and were their own beliefs, values, and assumptions underlying the patterns clearly identified? | Yes | No |
| Has the learner described at least five of their own actions and strategies for achieving positive outcomes in one-to-one negotiation? | Yes | No |
| Has the learner described the steps they have taken to prepare for negotiation in relation to a defined situation? | Yes | No |
| Has the learner described actions consistent with win-win negotiation and were they identified in relation to an actual or simulated negotiation? | Yes | No |
| Has the learner demonstrated strategies for dealing with at least three types of unfair tactics used by the other party to inhibit fair negotiation and were these strategies described in terms of how they contribute to a fair agreement being reached, and how they preserve the relationship in terms of further negotiation? | Yes | No |