# FINAL FORMATIVE ASSESSMENT

### Self evaluation

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| **Specific Outcome 1:** Explain the need for negotiation skills in business  **Assessment Criteria**   * Reasons why managers need negotiation skills are indicated with reference to the changing nature of the workplace and democratisation * The kind of decisions that lower level managers are required to negotiate is identified with reference to the management structure of organisation and labour legislation | | |
| 1. Give at least two reasons why managers need negotiation skills | | 2 |
| 1. Give at least two examples of decisions that supervisors make | | 2 |
| **Specific Outcome 2**: Explain the steps in the negotiation process  **Assessment Criteria**   * The steps used in negotiation are named and explained in terms of what is entailed at each step * Reasons why negotiations fail are listed and an indication is given of what negotiators can do to facilitate a mutually satisfactory solution. * The abilities needed by skilled negotiators are identified and an indication is given of how each ability can contribute to the success or failure of a negotiation and at what stage of the negotiation each skill may be required. | | |
| 1. List the steps in the negotiation process | | 10 |
| 1. List three reasons why negotiations fail. Explain what can be done to ensure that negotiations do not fail | | 6 |
| **Specific Outcome 3**: Apply the steps in the negotiation process to an authentic work situation  **Assessment Criteria**   * The concepts of "favoured outcome`, "settlement point" and "point beyond which you cannot go" are explained for a selected scenario * The disadvantages to each party for each position are considered prior to meeting * Possible points that the other party might raise are anticipated and a possible response to each identified point is considered for the selected scenario * A proposal is presented and a clear indication is given of what is and what is not on the table for a selected scenario * A point-by-point summary of the proposal is compiled to ensure that both parties have a common understanding of the nature and extent of the proposal * Questions are asked to build common ground and establish the existence of any hidden agendas * Shared interests, opportunities for cooperation and common principles are identified in order to facilitate negotiation. * A position is amended without sacrificing fundamental interests for a selected scenario * Questions are asked for clarification and explanation * Questions are asked to test understanding and to summarise understanding of a position * Demands of the other party are analysed and a concession is proposed for a selected scenario * The negotiation is closed for a selected scenario | | |
| 1. Attach the report you wrote for Formative Assessment 3 | | 16 |
| **Specific Outcome 4**: Explain strategies that could be used in negotiation  **Assessment Criteria**   * Tactics that can be used to delay a negotiation are described with examples * Methods that can be used to break a deadlock are explained with examples * Different types of closure are identified and an indication is given of when each is suitable | | |
| 1. Give two methods of breaking a deadlock | 2 | |
| **TOTAL** | **38** | |