## Final Formative Assessment

### Self evaluation

|  |
| --- |
| **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** |