



CATAPULT

PDSCOM005

Influencing and negotiating

Table of Contents (Extract)

NOTE: This is a sample only. This cover page is not included in Catapult Smallprint's printed books.

This Table of Contents extract is taken from Catapult Smallprint's full hardcopy Trainer/Assessor Guide for the unit PDSCOM005.

For more information, including using our enhanced online version of this unit in Catapult LMS, or to purchase the Learner or Trainer printed books, please see this unit on our website by clicking this link:

<https://catapultlearning.com.au/product/PDSCOM005/>

Trainer/assessor guide

PDSCOM005

Influencing and negotiating

Welcome to this unit of study

Negotiation and influence are two, quite different techniques. Influencing is about the ability to have an effect on the development or behaviour of someone or something. Negotiation is the discussion aimed at reaching an agreement.

It may be undertaken as:

- » part of a formal qualification nationally recognised through the Australian Qualifications Framework (AQF)
- » a stand alone unit
- » part of a formal skill set

Contents

About this trainer/assessor guide	4
Learning resource.....	5
Topic 1: Understanding influence	5
Power and influence	5
PICN Model.....	7
Influencing styles	8
Personal perspectives	9
Emotional awareness.....	12
Topic 2: Influencing behaviours.....	15
Listening.....	15
Rapport building	18
Framing.....	21
Topic 3: Advanced communication	23
Behaviour.....	23
Learning to be assertive.....	27
Conflict	28
Managing or mediating conflict	30
Handling aggressive behaviour.....	32
Topic 4: Negotiating	35
Negotiating tips.....	35
When not to negotiate	40
Influencing senior management.....	44
Negotiation Style.....	45
References.....	47
Assessment workbook	49
Unit information.....	51
Knowledge questions	52
Topic 1: Understanding influence	53
Topic 2: Influencing behaviours.....	61
Topic 3: Advanced communication	69
Topic 4: Negotiating	77

About this trainer/assessor guide

Learning resource

The learning resource is divided into the following topics:

- » Understanding influence
- » Influencing behaviours
- » Advanced communication
- » Negotiating

Each topic provides information to help you gain the skills and knowledge required to perform the work tasks to which they refer. Read the information and practise the skills described. You should also take the opportunity to undertake additional independent research. Your trainer/assessor may also provide supplementary information including interpretation of the contents of this resource.

At the end of each topic is:

- » a set of true or false questions
- » a set of multiple choice questions

These questions provide an opportunity to check your understanding and progress. They are self-marking and do not form part of the assessment for the unit.

Assessment workbook

To have this unit recognised as a formal qualification you need to have your skills and knowledge assessed. The assessment workbook provides:

- » information on competency-based assessment
- » instructions on how you will be assessed
- » assessment tools to assess your competence
- » instructions on how to complete the assessment tasks within each assessment tool

To be assessed as competent you need to provide evidence that you have the skills and knowledge to undertake the requirements of this unit. This assessment of competency is made by a qualified trainer/assessor from a registered training organisation. You must complete all the assessments as directed by your trainer/assessor to the required standard. It is not necessary to work through the guide in the order in which it is written. However this is at the discretion of your trainer/assessor.

Disclaimer

Information contained in this resource is drawn from sources believed to be reliable. The firm, its employees, agents and contractors do not warrant the correctness of the sources used and accept no responsibility to any person for any errors or omissions or for any loss or damage howsoever caused from the use of this resource.
