

Specification of Competency Standards for Human Resource Management

Unit of Competency

Title	Conduct consultations and bargaining negotiations with union and / or external parties
Code	107072L5
Range	Using effective communication skills to lead consultations and negotiations with relevant government departments, public bodies and / or external union representatives. This applies to the communication, consultations and negotiations with union and / or external parties for maintaining constant flow of communication and promoting cooperative effort to arrive at solutions between the conflicting objectives, values and interests.
Level	5
Credit	5
Competency	<p>Performance Requirements</p> <p>1. Knowledge in the Subject Area</p> <ul style="list-style-type: none"> • Understand the difference between consultation and negotiation and their applications in different situations • Understand the issue in concern thoroughly and past relationship between the organisation and the parties involved (e.g. relevant government departments, public bodies) <p>2. Applications and Processes</p> <ul style="list-style-type: none"> • Initiate informal discussions with the parties involved (e.g. union representatives) to understand their stance and stake in resolving the issue in concern • Develop a communication plan to enable human resource (HR) to perform its bridging role between the organisation and all parties involved • Apply protocols when conducting consultations and bargaining negotiations with relevant government departments, public bodies and /or union representatives • Reflect the organisation's view and stance on the issue according to the predefined strategy endorsed by senior management • Provide relevant and necessary information and materials (e.g. complete meeting records) to the parties involved in order to achieve transparency of the consultation and negotiation process <p>3. Professional Behaviour and Attitude</p> <ul style="list-style-type: none"> • Apply negotiation skills effectively and propose resolutions to the issue agreeable to all parties involved • Involve concerned parties as partners in managing industrial relations
Assessment Criteria	<p>The integrated outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> • Establishment of communication plan to enable HR to perform its bridging role in leading consultations and bargaining negotiations. • Execution of consultations and bargaining negotiations with all parties involved with appropriate protocols and negotiation skills.
Remark	