

**Information and Communications Technology Industry Training Advisory Committee
Software Products and Software Services (SW) branch
Unit of Competencies**

1. Title	Negotiate with all stakeholders effectively	
2. Code	ITSWG517A	
3. Range	Negotiate with all stakeholders in the context of resolving conflicts arising from operational interaction in the business environment [Generic Skills – Social Skills]	
4. Level	5	
5. Credit	2	
6. Competency	<p>6.1 Know the typical scenario in negotiation</p> <p>6.2 Identify facts relevant to negotiation process</p> <p>6.3 Negotiate to reach a resolution</p>	<p><u>Performance Requirement</u></p> <p>Be able to</p> <ul style="list-style-type: none"> ▪ recognise that activities in negotiation process could be classified into preparation, opening, bargaining and closing phases ▪ appreciate the importance of preparation to support successful negotiation <p>Be able to</p> <ul style="list-style-type: none"> ▪ identify the reasons for negotiation such as <ul style="list-style-type: none"> ➢ there is a conflict of interest between different parties ➢ there are no established rules for resolving the conflict ➢ the parties prefer to develop their own new rules ➢ the parties would like to reach for an agreement instead of taking their dispute to a higher authority ▪ locate identity of stakeholders, their wish and rationale ▪ identify the key stakeholder ▪ find out the background and interdependence between parties, their persuasive abilities, the personalities of the negotiators and the deadline to conclude the negotiation ▪ identify one's own goal and bottom line in negotiation <p>Be able to</p> <ul style="list-style-type: none"> ▪ do homework and prepare to discuss every aspect and respond to every question and comment ▪ avoid presenting too many issues at one time, and present the easiest or fundamental ones first ▪ present arguments calmly without personalization, and make sure that they are logically supported ▪ summarize frequently to enhance understanding ▪ maintain persistence and don't expect negotiation could end soon ▪ negotiate or bargain in terms of their needs, advantages, and benefits ▪ make one's proposal consistent with their value but within one's bottom line ▪ admit, when appropriate, the validity of the other party's arguments ▪ use Objective Criteria for Decision-Making ▪ think creatively for options with mutual benefit ▪ make friends with the person with whom you are bargaining

7. Assessment Criteria	The integrated outcome requirement of this UoCs is the ability to: (i) identify and focus on facts in the negotiation process; and (ii) reach a resolution skilfully and effectively.
Remark	