

Unit FM5.12 Managing negotiations in facilities management

The assessment criteria form part of the unit and specify the standard that a learner is expected to meet to demonstrate that the learning outcomes within the unit have been achieved. The additional guidance, which is shown in brackets and italics alongside the assessment criteria, does not technically form part of the unit, in that it is not included in the reference version of the unit shown by the Register of Regulated Qualifications. The additional guidance is provided to illustrate how the assessment criteria might be interpreted. The BIFM will generally expect assessors to interpret the assessment criteria as described, or to an equivalent level of demand.

(At level 5, the evidence provided by learners to confirm that they meet the assessment criteria should mostly relate to organisations where they have worked or where they are working.)

Aim of the unit:

This unit enables a learner to lead meetings, evaluate their effectiveness and employ a range of strategies to manage complex negotiations and conflict resolution in a facilities management context.

Title:	Managing negotiations in facilities management	
Level:	5	
Credit value:	3	
Learning outcomes	Assessment criteria	
<i>A learner when awarded credit for this unit will:</i>	<i>Assessment of this learning outcome will require a learner to demonstrate that they can:</i>	
1. Understand how to set strategy and objectives for facilities management negotiation	1.1 Analyse the types of situations in which consultation and negotiation skills are important for and used by facilities managers <i>(including consultation and negotiation with contractors and suppliers, trade union and/or staff representatives, and senior managers)</i> 1.2 Develop a range of negotiation strategies to achieve objectives <i>(using an exercise based on practice at an organisation where the learner currently works or has worked in the past, and including negotiations with both individuals and teams)</i>	
2. Be able to negotiate effectively: individually and in	2.1 Employ a range of strategies in individual and team negotiations in order to achieve objectives and manage conflict resolution	

a team	<p><i>(see below)</i></p> <p>2.2 Describe the roles played by self and team members and evaluate how these roles contributed to the achievement of objectives and conflict resolution <i>(see below)</i></p> <p>2.3 Explain how the negotiations were managed and evaluate the impact on service delivery and financial objectives <i>(see below)</i></p> <p><i>(All of the assessment criteria for this learning outcome can be addressed by an exercise based on practice at an organisation where the learner currently works or has worked in the past.)</i></p>	
3. Be able to successfully manage complex negotiations	<p>3.1 Plan and manage complex negotiations <i>(see below)</i></p> <p>3.2 Evaluate the extent to which the negotiations were successfully managed to achieve the objective <i>(see below)</i></p> <p>3.3 Explain the potential financial impact on an organisation <i>(see below)</i></p> <p><i>(All of the assessment criteria for this learning outcome can be addressed by an exercise based on practice at an organisation where the learner currently works or has worked in the past. The planning of the negotiation, its evaluation and potential financial impact should also be related to business strategy.)</i></p>	
Unit expiry date	31st October 2017	
Unit reference number	L/601/1824	
FM Professional Standards reference	FM functional area:	FM functional area component:
	N/A	N/A

Resources:

Negotiation: Your Mentor and Guide to Doing Business Effectively (Harvard Business Essentials) by Harvard Business Essentials

Effective Negotiation: From Research to Results by Ray Fells

Successful Negotiating (Business Partners) by Ken Lawson

The Essence of Negotiation (Prentice Hall Essence of Management Series) by Jean-Marie Hiltrop, and Sheila Udall

Instant Negotiation: Reaching Agreement with Others NOW! by Brian Clegg