



Moderator's Assignment Feedback – Negotiation Influencing

After each series, we ask our moderators to provide a report on each assignment-based unit to identify

- any questions which were usually answered particularly well, including main points and qualities that characterised good answers.
- any questions which were usually answered badly and main weaknesses in candidates' answers.
- common errors or misconceptions made by candidates.

We hope that this will be of assistance when completing your Negotiation Influencing assignment.

General feedback to candidates

Overall a good level of understanding shown amongst candidates.

Candidates must ensure that they maintain client and colleague confidentiality. Names and contact details should be omitted.

When submitting appendices candidates should ensure they are concise and relevant and add value to their assignment.

Section A Principles: Some good answers. Those who achieved higher marks demonstrated their ability to assess challenges and clearly explained stages in the negotiation process.

Section B Policy: Some good answers. Candidates need to provide a detailed explanation of techniques.

Section C Practice: This section requires supporting evidence. Candidates who achieved higher marks provided evidence as well as how they had worked with colleagues.

Feedback for each assignment question

Q1. Explain your role and function in relation to any organisations you work for

Q1 – Overall brief answers. There is an opportunity to gain 10 marks if candidates explain in detail their role and function in the context of effective negotiation and influencing. Most candidates simply explained their role.

Q2. Identify who or what you need to influence externally and internally at work, and assess the challenges you face when seeking to negotiate and influence successfully

Q2 - Overall some good answers. Candidates need to distinguish between internal and external and assess the challenges faced.

Q3. Explain and exemplify from your work context, the stages in the negotiation process, and the importance of establishing win:win situations

Q3 – Some candidates described general processes rather than explaining specific stages of the negotiation process within their own work context.

Q4. Explain a variety of negotiation and influencing techniques and assess how 'push' or 'pull' techniques are used to achieve goals at work

Q4 – Good range of answers and techniques covered.

Q5. Demonstrate effective negotiation over a period of a month to establish ideally a win:win situation (compile evidence to demonstrate preparation, agreement of facts, proposed solutions and securing and implementation

Q5 – Candidates need to include evidence they have compiled over a month and link specifically to negotiating and influencing skills.

Q6. Evaluate the extent that you achieved a win:win situation following each negotiation, and assess how your approach and outcomes have evolved based on experience

Q6 - Candidates need to link their answer to this question back to the skills they used in question 5 and make sure they discuss how their approach evolved, i.e. what have they learned that can be applied in the future.

Q7. Work with colleagues, where relevant, to assess how approaches and outcomes have evolved and develop an action plan to improve practice. You must write your answer independently.

Q7 - Candidates who gained higher marks evidenced how they had worked with colleagues and included a SMART action plan.