



# **Updating for Business**

**An MSC Open Tech sponsored project**

## **Consultation**

A Workbook designed for use with

**Working with People, Element 4: Consultation**

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## Workbook Objectives

After working through this Workbook, you will be able to:

- describe various forms of employee participation in the workplace, and explain the role of consultation among them;
- describe the characteristics and benefits of consultation;
- explain how consultation differs from other processes, such as informing, selling, delegating, surveying and negotiating;
- list the types of people whom one might want to consult;
- explain the role of consultation in the management of change;
- choose the most appropriate form of consultation for particular circumstances;
- explain the importance of authority and organisation in preparing for consultation;
- use some of the skills necessary to participate effectively in consultation meetings;
- identify and develop workable solutions as a result of consultation, and communicate the results effectively;
- Participate effectively in a consultation meeting.

Throughout this Workbook, you will see that each Activity is accompanied by a symbol.



denotes a *reflective activity*, in which you are asked to think for a few minutes about a particular subject, to focus on or reinforce what you have just been reading, and perhaps jot down some notes, before going on to the next piece of work.



denotes an activity for which a *specific written answer* is required, the answer to which you will find at the back of the book.

The times given are approximate, and for your guidance only.

If you are reading this Workbook as part of your study for the Open BTEC programme, the symbol  indicates points at which you should return to the Learning Sequence in the accompanying Study Guide before proceeding.