

Title	Apply stakeholder engagement principles and techniques in an electrotechnology or telecommunications environment		
Level	4	Credits	7

Purpose	<p>This unit standard covers principles and techniques of communications and service to develop and enhance stakeholder relationships for technicians working in an electrotechnology or telecommunications environment.</p> <p>People credited with this unit standard are, within an electrotechnology or telecommunications environment, able to:</p> <ul style="list-style-type: none"> – select and apply appropriate communication and service techniques to deescalate tensions during stakeholder engagement; – supervise and support technical personnel during the course of a project; and – select and apply negotiation techniques appropriate to stakeholders.
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Classification	Electrical Engineering > Electrotechnology
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Available grade	Achieved
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Guidance Information

- 1 This unit standard has been designed for learning and assessment on-job, or off-job with realistic simulation. It may be assessed either by means of workplace observation, evidence collection, or simulation.
- 2 References
 Electricity Act 1992;
 Employment Relations Act 2000;
 Human Rights Act 1993;
 New Zealand Bill of Rights Act 1990;
 Privacy Act 2020;
 Telecommunications Carriers' Forum, [Community Engagement Guidelines for new Wireless Facilities](#);
 Telecommunications Carriers' Forum, [Customer Complaints Code](#);
 and all subsequent amendments and replacements.

3 Definitions

Active listening – the skills of listening such as questioning, reading and responding to body language, use of silence, paraphrasing, reflecting feelings, summarising.

Ethical behaviour – rules or standards governing the conduct of employees within an organisation, which when followed promote values such as trust, good behaviour, fairness, and kindness.

Industry practice – practices that competent practitioners within the industry recognise as current industry best practice.

Relationships – Formal or informal work related interactions with juniors, peers, supervisors, managers, customers/clients.

Service techniques – methods used to promote effective communication between stakeholders and organisations.

SMS – Short Message Service – a text message sent using a phone

Stakeholder – may be internal or external to the organisation and may include but are not limited to vendors/suppliers, business partners, general public, government, service providers, internal and external customers, team members, network owners.

Outcomes and performance criteria

Outcome 1

Select and apply appropriate communication and service techniques to deescalate tensions during stakeholder engagement within an electrotechnology or telecommunications environment.

Performance criteria

1.1 Evaluate possible causes of tension in communications for a given electrotechnology or telecommunication situation.

Range causes of tension may include but are not limited to – poor service experience, time constraints, unrealistic expectations, previous miscommunications, inflexible systems and/or processes, effect of systems failures, unrelated pressures on stakeholders; evidence of three causes of tension is required.

1.2 Evaluate behaviours or indicators that a stakeholder may be under stress and select and apply appropriate techniques to deescalate tensions for a given electrotechnology or telecommunication situation.

Range behaviours may include but are not limited to – body language, altered volume, altered tone, change of language, short answers, behavioural style, abusive language; techniques may include but are not limited to – choice of language, active listening, open questions, conflict management tools, humour, non-verbal communicators;

Outcome 2

Supervise and support technical personnel during the course of a project within an electrotechnology or telecommunications environment.

Performance criteria

2.1 Develop and communicate a plan of action for supervised technical staff for a given electrotechnology or telecommunication project.

Range includes but is not limited to – timelines, procedures, briefing, planning of other trades or services, access, resources, remedial action, environment, communications;

2.2 Document a communication strategy and a reporting guideline to be used when supporting technical staff for a given electrotechnology or telecommunication project.

2.3 Provide constructive feedback to technical staff during a given electrotechnology or telecommunications project.

Range constructive feedback is provided in terms of – context, time, place and privacy; feedback must be balanced and objective, use appropriate language and voice modulation.

2.4 Opportunities for performance enhancement to improve service delivery are identified and communicated to management.

Outcome 3

Select and apply negotiation techniques appropriate to stakeholders within an electrotechnology or telecommunications environment.

Performance criteria

3.1 Demonstrate knowledge of effective negotiation techniques.

Range know your goals; do the research to be able to justify your statements, know non-negotiable boundaries, know when to walk away; customer research; look for the win-win; identify your resources.

3.2 Negotiate the terms of a proposal or variation for a given electrotechnology or telecommunication scenario.

3.3 Obtain agreement in accordance with company requirements for the proposal or variation.

Planned review date	31 December 2027
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Status information and last date for assessment for superseded versions

Process	Version	Date	Last Date for Assessment
Registration	1	16 July 2015	31 December 2024
Review	2	2 March 2023	N/A

Consent and Moderation Requirements (CMR) reference

0003

This CMR can be accessed at <http://www.nzqa.govt.nz/framework/search/index.do>.

Comments on this unit standard

Please contact Waihanga Ara Rau Construction and Infrastructure Workforce Development Council at qualifications@waihangaararau.nz if you wish to suggest changes to the content of this unit standard.