
Overview

This standard is about leading on negotiations with third parties to achieve planned objectives. It includes identifying and prioritising objectives and any compromise positions prior to the negotiation, suggesting solutions to overcome problems and reaching an agreement that satisfies all those involved in the negotiations, where possible. It is for administrators who lead negotiations as part of their role.

Work responsibilities; Business Support Services

Performance criteria

- You must be able to:*
- P1 prepare a negotiating brief for all relevant matters
 - P2 identify and prioritise objectives and any compromise positions before negotiations begin
 - P3 identify the objectives the other negotiator(s) might be trying to achieve
 - P4 research and assess the strength of the negotiating position of the other negotiator(s), prior to negotiations taking place
 - P5 identify any potential problems in negotiations and suggest solutions to overcome them
 - P6 make sure everyone involved in the negotiations is fully briefed and prepared prior to negotiations taking place
 - P7 conduct negotiations in line with commercial and ethical frameworks
 - P8 make proposals which meet personal/organisation objectives and those of the people being negotiated with
 - P9 adapt negotiation strategy to obtain results that meet minimum or agreed outcomes
 - P10 clarify other people's understanding and respond to their queries and objections
 - P11 suggest solutions to deal with problems
 - P12 work within the limits of job role responsibility and authorisation
 - P13 refer the negotiations to senior decision-makers when matters arise which require a higher level of authority to agree
 - P14 reach an agreement to the mutual satisfaction of all those involved in the negotiations, where possible
 - P15 conduct negotiations in a way which creates goodwill and promotes a positive image of the organisation
 - P16 maintain clear and accurate records of the negotiations and outcomes and agree them with all involved
 - P17 withdraw from negotiations to re-consider current position before resuming negotiations, if necessary

Knowledge and understanding

You need to know and understand:

- K1 the principles of negotiation
- K2 the process of negotiation and how negotiation is used in business
- K3 commercial and ethical frameworks that are considered important in negotiations
- K4 negotiation strategies and techniques
- K5 the roles and levels of responsibility of work colleagues prior to negotiations
- K6 job role level of responsibility and authority in the negotiation process
- K7 differences in culture that might impact on the negotiations
- K8 senior decision-makers to refer to, on issues when the issue is above own authorisation level
- K9 how to maintain goodwill during negotiations and the benefits of achieving this

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Negotiate in a business environment

Additional Information

Skills

1. communicating
2. negotiating
3. making proposals
4. planning
5. problem solving
6. reporting
7. researching

Links to other NOS Work responsibilities; Business Support Services

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