

S405: Negotiate in a business environment

Overview: Prepare a negotiating brief and negotiate with a third party to achieve planned objectives.

Links: Work responsibilities; Business Support Services

Specific skills:

- Communicating
- Negotiating
- Making proposals
- Planning
- Problem-solving
- Reporting
- Researching

Performance Indicators

1. Prepare a negotiating brief for all relevant matters
2. Identify and prioritise objectives and any compromise positions before negotiations begin
3. Identify the objectives the other negotiator(s) might be trying to achieve
4. Research and assess the strength of the negotiating position of the other negotiator(s), prior to negotiations taking place
5. Identify any potential problems in negotiations and suggest solutions to overcome them
6. Make sure everyone involved in the negotiations is fully briefed and prepared prior to negotiations taking place
7. Conduct negotiations in line with commercial and ethical frameworks
8. Make proposals which meet personal/organisation objectives and those of the people being negotiated with
9. Adapt negotiation strategy to obtain results that meet minimum or agreed outcomes
10. Clarify other people's understanding and respond to their queries and objections
11. Suggest solutions to deal with problems
12. Work within the limits of job role responsibility and authorisation
13. Refer the negotiations to senior decision-makers when matters arise which require a higher level of authority to agree
14. Reach an agreement to the mutual satisfaction of all those involved in the negotiations, where possible
15. Conduct negotiations in a way which creates goodwill and promotes a positive image of the organisation
16. Maintain clear and accurate records of the negotiations and outcomes and agree them with all involved
17. Withdraw from negotiations to re-consider current position before resuming negotiations, if necessary

Knowledge & Understanding

- A. The principles of negotiation
- B. The process of negotiation and how negotiation is used in business
- C. Commercial and ethical frameworks that are considered important in negotiations
- D. Negotiation strategies and techniques
- E. The roles and levels of responsibility of work colleagues prior to negotiations
- F. The purpose and benefits of having clear and realistic objectives and preparing compromise positions
- G. Job role level of responsibility and authority in the negotiation process
- H. The purpose and benefits of research and preparation in advance of negotiations
- I. Differences in culture that might impact on the negotiations
- J. The purpose and benefits of understanding the objectives of the negotiating parties
- K. The purpose and benefits of being flexible during negotiations while still seeking to achieve principal objectives
- L. The purpose of keeping to the brief and level of authority during negotiations
- M. Senior decision-makers to refer to, on issues when the issue is above own authorisation level
- N. The purpose and benefits of achieving a win-win situation as an outcome of a negotiation process
- O. How to maintain goodwill during negotiations and the benefits of achieving this
- P. The purpose and benefits of keeping accurate records of negotiations