

S306: Contribute to negotiations in a business environment

Overview: Prepare and take part in negotiations to achieve planned objectives.

Links: Work responsibilities; Business Support Services

Specific skills:

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

Performance Indicators

1. Prepare a negotiating brief for all relevant matters
2. Identify potential problems in negotiations and suggest solutions to overcome them
3. Make proposals which meet personal/organisation objectives and those of the people being negotiated with
4. Clarify other people's understanding and respond to their queries and objections
5. Suggest solutions to deal with problems
6. Work within the limits of job role, responsibility and authorisation
7. Refer the negotiation to senior decision-makers when matters arise which require a higher level of authority to agree
8. Reach an agreement to the mutual satisfaction of all those involved in the negotiations, where possible
9. Conduct negotiations in a way which creates goodwill and promotes a positive image of self and the organisation
10. Maintain clear and accurate records of the negotiations and outcomes and agree them with all involved
11. Complete negotiations in a way that maintains goodwill and promotes a positive image of self and an organisation

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 role(s) and level(s) of responsibility of work colleagues prior to negotiations
- F. The 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 being flexible during negotiations while still seeking to achieve principal objectives
- I. The purpose of keeping to the brief and level of authority during negotiations
- J. Senior decision-makers to whom to refer issues when the issue is above own authorisation level
- K. How to maintain goodwill during negotiations and the benefits of achieving this
- L. The purpose and benefits of keeping accurate records of negotiations