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| **TSC Category** | Business Development | | | | | |
| **TSC Title** | Business Negotiation | | | | | |
| **TSC Description** | Conduct negotiations to establish win-win outcomes for the organisation | | | | | |
| **TSC Proficiency Description** | **Level 1** | **Level 2** | **Level 3** | **Level 4** | **Level 5** | **Level 6** |
|  |  | **ICT-BIN-3105-1.1** | **ICT-BIN-4105-1.1** | **ICT-BIN-5105-1.1** | **ICT-BIN-6105-1.1** |
|  |  | Apply negotiation skills and techniques and documenting negotiations | Participating in negotiations | Manage and direct negotiations and refining negotiation policies | Direct negotiation policy and develop negotiation limits |
| **Knowledge** |  |  | * Negotiation objectives * Context of negotiation * Social and cultural differences which may affect negotiations * Interpersonal skills * Communication and conflict resolution techniques * Relevant precedents in past negotiations | * Negotiation objectives * Context of negotiation, which relates to negotiation objectives * Components of negotiation plans * Negotiation roles and responsibilities * Negotiation processes and techniques * Relevant precedents in past negotiations * Legislation and regulations pertaining to negotiations | * Negotiation styles * Results of effective negotiation * Conditions for successful negotiation * Organisational negotiation policy and guidelines * Legislation and regulations pertaining to negotiations | * Situations that negotiation may be used in organisation * Negotiation policy and guidelines * Means of applying negotiation limits and guidelines * Legislation and regulations pertaining to negotiations |
| **Abilities** |  |  | * Identify negotiation outcomes in commercial situations to establish organisation’s desired position in the negotiation * Identify roles and responsibilities needed to support negotiation objectives * Prepare relevant background information to understand other parties’ position * Use negotiation processes and techniques to assist in achieving desired negotiation outcomes * Record negotiations for evaluation and documentation purposes | * Plan and prepare alternatives and outcomes for both parties in negotiations to support negotiation objectives * Apply communication and conflict resolution techniques to achieve desired negotiation outcomes * Finalise negotiation and take necessary follow-up actions to close negotiation * Monitor and evaluate negotiation outcomes against objectives in accordance with organisational procedures | * Plan and prepare for negotiation in accordance with negotiation strategies * Implement negotiation strategies according to negotiation guidelines during negotiation process * Provide feedback to relevant parties for negotiation policy refinement | * Drive the establishment of the organisation’s negotiation policy and limits * Set negotiation guidelines to be used during negotiation process * Evaluate and refine negotiation policy and limits based on negotiation outcomes |
| **Range of Application** |  | | | | | |