

# SKILLS FRAMEWORK FOR INFOCOMM TECHNOLOGY TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT

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			<ul style="list-style-type: none"> <li>Negotiation objectives</li> <li>Context of negotiation</li> <li>Social and cultural differences which may affect negotiations</li> <li>Interpersonal skills</li> <li>Communication and conflict resolution techniques</li> <li>Relevant precedents in past negotiations</li> </ul>	<ul style="list-style-type: none"> <li>Negotiation objectives</li> <li>Context of negotiation, which relates to negotiation objectives</li> <li>Components of negotiation plans</li> <li>Negotiation roles and responsibilities</li> <li>Negotiation processes and techniques</li> <li>Relevant precedents in past negotiations</li> <li>Legislation and regulations pertaining to negotiations</li> </ul>	<ul style="list-style-type: none"> <li>Negotiation styles</li> <li>Results of effective negotiation</li> <li>Conditions for successful negotiation</li> <li>Organisational negotiation policy and guidelines</li> <li>Legislation and regulations pertaining to negotiations</li> </ul>	<ul style="list-style-type: none"> <li>Situations that negotiation may be used in organisation</li> <li>Negotiation policy and guidelines</li> <li>Means of applying negotiation limits and guidelines</li> <li>Legislation and regulations pertaining to negotiations</li> </ul>

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Abilities			<ul style="list-style-type: none"> <li>Identify negotiation outcomes in commercial situations to establish organisation's desired position in the negotiation</li> <li>Identify roles and responsibilities needed to support negotiation objectives</li> <li>Prepare relevant background information to understand other parties' position</li> <li>Use negotiation processes and techniques to assist in achieving desired negotiation outcomes</li> <li>Record negotiations for evaluation and documentation purposes</li> </ul>	<ul style="list-style-type: none"> <li>Plan and prepare alternatives and outcomes for both parties in negotiations to support negotiation objectives</li> <li>Apply communication and conflict resolution techniques to achieve desired negotiation outcomes</li> <li>Finalise negotiation and take necessary follow-up actions to close negotiation</li> <li>Monitor and evaluate negotiation outcomes against objectives in accordance with organisational procedures</li> </ul>	<ul style="list-style-type: none"> <li>Plan and prepare for negotiation in accordance with negotiation strategies</li> <li>Implement negotiation strategies according to negotiation guidelines during negotiation process</li> <li>Provide feedback to relevant parties for negotiation policy refinement</li> </ul>	<ul style="list-style-type: none"> <li>Drive the establishment of the organisation's negotiation policy and limits</li> <li>Set negotiation guidelines to be used during negotiation process</li> <li>Evaluate and refine negotiation policy and limits based on negotiation outcomes</li> </ul>
Range of Application						