<table>
<thead>
<tr>
<th>TSC Category</th>
<th>Business Development</th>
</tr>
</thead>
<tbody>
<tr>
<td>TSC</td>
<td>Business Negotiation</td>
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<tr>
<td>TSC Description</td>
<td>Conduct negotiations to establish win-win outcomes for the organisation</td>
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<thead>
<tr>
<th>TSC Proficiency Description</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Level 4</th>
<th>Level 5</th>
<th>Level 6</th>
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<td>EGS-BIN-3105-1.1</td>
<td>EGS-BIN-4105-1.1</td>
<td>EGS-BIN-5105-1.1</td>
<td>EGS-BIN-6105-1.1</td>
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<td></td>
<td>Apply negotiation skills and techniques and document negotiations</td>
<td>Participate in negotiations</td>
<td>Manage and direct negotiations and refine negotiation policies</td>
<td>Direct negotiation policies and develop negotiation limits</td>
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</tbody>
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### 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 policies and guidelines
- Legislation and regulations pertaining to negotiations
- Situations that negotiation may be used in organisation
- Negotiation policies 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
- 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 policies refinement
- Drive the establishment of the organisation’s negotiation policies and limits
- Set negotiation guidelines to be used during negotiation process
- Evaluate and refine negotiation policies and limits based on negotiation outcomes
| | | • Record negotiations for evaluation and documentation purposes | | |