<table>
<thead>
<tr>
<th>TSC Category</th>
<th>Stakeholder and Customer Management</th>
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<tbody>
<tr>
<td>TSC</td>
<td>Business Negotiation</td>
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<tr>
<td>TSC Description</td>
<td>Manage and direct business negotiation to achieve desired outcomes</td>
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<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>EVS-CFC-4002-1.1</td>
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<td>Apply business negotiation techniques to achieve organisation’s desired position</td>
<td>Participate in business negotiation with stakeholders to achieve organisation’s desired position</td>
<td>Manage and direct business negotiations with stakeholders to achieve organisation’s desired position</td>
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**Knowledge**

- Types of negotiation objectives
- Context of negotiation
- Social and cultural difference
- Types of communication and conflict resolution techniques
- Components for minutes
- Relevant legislation and regulations
- Component of negotiation plans
- Negotiation roles and responsibilities
- Types of negotiation process and techniques
- Relevant precedents
- Relevant legislation and regulations
- Types of negotiation styles
- Results of effective negotiations
- Types of conditions for successful negotiations
- Types of needs and concerns of negotiation team
- Types of negotiation processes
- Roles and responsibilities to maintain positive working relationships
- Relevant legislation and regulations

**Abilities**

- Identify negotiation outcomes 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
- Apply appropriate negotiation processes and techniques to assist in achieving desired outcomes
- Plan and prepare negotiation strategies for parties in negotiation to achieve organisation’s desired position
- Apply appropriate communication and conflict resolution techniques to achieve desired negotiation outcomes
- Finalise negotiation and follow-up to close negotiation
- Evaluate negotiation outcomes against objective in accordance
- Plan and prepare for negotiation in accordance with negotiation strategies to achieve organisation’s desired position
- Source for past negotiation plan for insights to develop new negotiation plan according to situation
- Implement negotiation guidelines during negotiation process according to organisation’s desired position
| Technical Skills & Competencies (TSC) | Record negotiation for evaluation and documentation | Analyse to determine the issues, interests of each party in each negotiation | Interact for past dispute resolutions to identify best practices that may be applied to current negotiation situation | Manage self to maintain composure when conducting negotiations | Manage self to maintain composure when conducting negotiations | Provide feedback to relevant stakeholders to refine negotiation policy |