<table>
<thead>
<tr>
<th>TSC Category</th>
<th>Business Development</th>
</tr>
</thead>
<tbody>
<tr>
<td>TSC Title</td>
<td>Business Negotiation</td>
</tr>
<tr>
<td>TSC Description</td>
<td>Conduct negotiations to establish win-win outcomes for the organisation</td>
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<table>
<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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<tbody>
<tr>
<td></td>
<td>INP-BIN-3105-1.1</td>
<td>INP-BIN-4105-1.1</td>
<td>INP-BIN-5105-1.1</td>
<td>INP-BIN-6105-1.1</td>
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<td></td>
<td>Apply negotiation skills and techniques and documenting negotiations.</td>
<td>Participating in negotiations</td>
<td>Manage and direct negotiations and refining negotiation policies</td>
<td>Direct negotiation policy and develop negotiation limits</td>
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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 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

- 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

- 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
<table>
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<th>achieving desired negotiation outcomes</th>
<th>against objectives in accordance with organisational procedures</th>
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<td>Record negotiations for evaluation and documentation purposes</td>
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achieving desired negotiation outcomes
- Record negotiations for evaluation and documentation purposes

against objectives in accordance with organisational procedures