<table>
<thead>
<tr>
<th>TSC Category</th>
<th>Stakeholder and Customer Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>TSC</td>
<td>Business Negotiation</td>
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<tr>
<td>TSC Description</td>
<td>Manage end to end business negotiations, decide whether and how to engage as well as translate defining processes and procedures in order to support business requirements</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>LOG-CFC-4007-1.1</td>
<td>LOG-CFC-5007-1.1</td>
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**Knowledge**

- Negotiation processes
- Tactics of negotiation
- Communication skills
- Listening skills
- Problem analysis
- Ethics
- Effective communication techniques
- Interpersonal skills
- Emotional intelligence management
- Cost-benefit impact analysis
- Negotiation strategies
- Dynamic negotiations
- Decision-making
- Emotional control

**Abilities**

- Maintain positive negotiation relationships
- Analyse to determine issues and interests of each party
- Implement negotiated terms to show reliability and ethics
- Facilitate negotiations, read nonverbal and verbal cues and know when to speak and when to listen
- Develop outcomes to achieve through understanding the history of relationships, areas of agreement and common goals
- Develop collaborative atmosphere during negotiations to reach agreeable solutions
- Lead and act decisively during negotiations
- Devise negotiation processes, show patience, persuade others and maintain positive atmosphere during difficult negotiations
- Drive towards building trusting environments during negotiations to show reliability