### SKILLS FRAMEWORK FOR RETAIL

#### TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT

<table>
<thead>
<tr>
<th>TSC Category</th>
<th>Communication</th>
</tr>
</thead>
<tbody>
<tr>
<td>TSC</td>
<td>Business Negotiation</td>
</tr>
<tr>
<td><strong>TSC Description</strong></td>
<td>Develop business negotiation strategies and ideas to facilitate discussions with stakeholders</td>
</tr>
<tr>
<td><strong>TSC Proficiency Description</strong></td>
<td></td>
</tr>
</tbody>
</table>

<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>
</tr>
</thead>
<tbody>
<tr>
<td>RET-COM-3001-1.1</td>
<td>Prepare for business negotiation, and analyse information to allow for assessment of the short-term and long-term positions of the business and document key outcomes of negotiations</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RET-COM-4001-1.1</td>
<td>Identify and target available business opportunities, ensure preparation for the meetings is sufficient to enable effective business negotiation and evaluate outcomes of business negotiations for improvement</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RET-COM-5001-1.1</td>
<td>Establish and implement decisions and recommendations that fall within the operations, business objectives and legislative requirements and review outcomes of business negotiations to key stakeholders</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Knowledge

- • Negotiation objectives
- • Context of negotiations
- • Social and cultural differences which may affect negotiations
- • Interpersonal skills
- • Communication and conflict resolution techniques
- • Relevant precedents
- • Components of minutes

#### Abilities

- • Identify negotiation outcomes in commercial situations to establish organisation’s desired objectives
- • 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
- • Record negotiations for evaluation and documentation purposes
- • 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 business negotiation outcomes against organisational objectives
- • Plan and prepare for business negotiation in accordance with business negotiation strategies
- • Facilitate discussions with stakeholders to develop business negotiation strategies and ideas
- • Implement business negotiation strategies according to business negotiation guidelines
- • Review and provide feedback to relevant parties for business negotiation policy refinement