### TSC Category
Business Management

### TSC
Business Negotiation

### TSC Description
Conduct negotiations to establish win-win outcomes for the organisation

<table>
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<tr>
<th>TSC Proficiency Description</th>
<th>Level 1</th>
<th>Level 2</th>
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<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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#### Knowledge
- 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
- 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 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
- Set negotiation guidelines to be used during negotiation process
- Evaluate and refine negotiation policies and limits based on negotiation outcomes

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<th>against objectives in accordance with organisational procedures</th>
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SKILLS FRAMEWORK FOR TOURISM
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE

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