
Overview

This standard is about contributing to negotiations with third parties to achieve planned objectives. It includes preparing a negotiating brief, making proposals which meet the organisation's objectives and those of the third party and keeping accurate records of the outcomes of the negotiation. It is for administrators who contribute to negotiations as part of their role.

**Performance
criteria**

- You must be able to:*
- P1 prepare a negotiating brief for all relevant matters
 - P2 identify potential problems in negotiations and suggest solutions to overcome them
 - P3 make proposals which meet personal organisation objectives and those of the people being negotiated with
 - P4 clarify other people's understanding and respond to their queries and objections
 - P5 suggest solutions to deal with problems
 - P6 work within the limits of job role, responsibility and authorisation
 - P7 refer the negotiation to senior decision-makers when matters arise which require a higher level of authority to agree
 - P8 reach an agreement to the mutual satisfaction of all those involved in the negotiations, where possible
 - P9 conduct negotiations in a way which creates goodwill and promotes a positive image of self and the organisation
 - P10 maintain clear and accurate records of the negotiations and outcomes and agree them with all involved
 - P11 complete negotiations in a way that maintains goodwill and promotes a positive image of self and the organisation

Knowledge and understanding

You need to know and understand:

- K1 the principles of negotiation
- K2 the process of negotiation and how negotiation is used in business
- K3 commercial and ethical frameworks that are considered important in negotiations
- K4 negotiation strategies and techniques
- K5 the role(s) and level(s) of responsibility of work colleagues prior to negotiations
- K6 the benefits of having clear and realistic objectives and preparing compromise positions
- K7 job role level of responsibility and authority in the negotiation process
- K8 the purpose and benefits of being flexible during negotiations while still seeking to achieve principal objectives
- K9 the purpose of keeping to the brief and level of authority during negotiations
- K10 senior decision-makers to whom to refer issues when the issue is above own authorisation level
- K11 how to maintain goodwill during negotiations and the benefits of achieving this
- K12 the purpose and benefits of keeping accurate records of negotiations

Additional Information

Skills

1. communicating
2. negotiating
3. planning
4. problem solving
5. making proposals
6. reporting
7. researching

Links to other NOS Work responsibilities; Business Support Services

CFABAG123

Contribute to negotiations in a business environment

Developed by Skills CFA

Version number 2

Date approved January 2013

Indicative review date December 2016

Validity Current

Status Original

Originating organisation Skills CFA

Original URN CFABAG123

Relevant occupations Business, Administration and Law; Administration; Administration and Secretarial Occupations

Suite Business and Administration (2013)

Key words Business; administration; negotiations