

**SKILLS FRAMEWORK FOR FOOD SERVICES  
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

<b>TSC Category</b>	Business Development					
<b>TSC</b>	Business Negotiation					
<b>TSC Description</b>	Conduct negotiations to establish win-win outcomes for the organisation					
<b>TSC Proficiency Description</b>	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>	<b>Level 5</b>	<b>Level 6</b>
			<b>FSS-BIN-3105-1.1</b>	<b>FSS-BIN-4105-1.1</b>	<b>FSS-BIN-5105-1.1</b>	<b>FSS-BIN-6105-1.1</b>
			Apply negotiation skills and techniques and document negotiations	Participate in negotiations	Manage and direct negotiations and refine negotiation policies	Direct negotiation policies and develop negotiation limits
<b>Knowledge</b>			<ul style="list-style-type: none"> <li>Negotiation objectives</li> <li>Context of negotiation</li> <li>Social and cultural differences which may affect negotiations</li> <li>Interpersonal skills</li> <li>Communication and conflict resolution techniques</li> <li>Relevant precedents in past negotiations</li> </ul>	<ul style="list-style-type: none"> <li>Negotiation objectives</li> <li>Context of negotiation, which relates to negotiation objectives</li> <li>Components of negotiation plans</li> <li>Negotiation roles and responsibilities</li> <li>Negotiation processes and techniques</li> <li>Relevant precedents in past negotiations</li> <li>Legislation and regulations pertaining to negotiations</li> </ul>	<ul style="list-style-type: none"> <li>Negotiation styles</li> <li>Results of effective negotiation</li> <li>Conditions for successful negotiation</li> <li>Organisational negotiation policies and guidelines</li> <li>Legislation and regulations pertaining to negotiations</li> </ul>	<ul style="list-style-type: none"> <li>Situations that negotiation may be used in organisation</li> <li>Negotiation policies and guidelines</li> <li>Means of applying negotiation limits and guidelines</li> <li>Legislation and regulations pertaining to negotiations</li> </ul>

**SKILLS FRAMEWORK FOR FOOD SERVICES  
TECHNICAL SKILLS AND COMPETENCIES (TSC) REFERENCE DOCUMENT**

<p><b>Abilities</b></p>			<ul style="list-style-type: none"> <li>• Identify negotiation outcomes in commercial situations to establish organisation's desired position in the negotiation</li> <li>• Identify roles and responsibilities needed to support negotiation objectives</li> <li>• Prepare relevant background information to understand other parties' position</li> <li>• Use negotiation processes and techniques to assist in achieving desired negotiation outcomes</li> <li>• Record negotiations for evaluation and documentation purposes</li> </ul>	<ul style="list-style-type: none"> <li>• Plan and prepare alternatives and outcomes for both parties in negotiations to support negotiation objectives</li> <li>• Apply communication and conflict resolution techniques to achieve desired negotiation outcomes</li> <li>• Finalise negotiation and take necessary follow-up actions to close negotiation</li> <li>• Monitor and evaluate negotiation outcomes against objectives in accordance with organisational procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Plan and prepare for negotiation in accordance with negotiation strategies</li> <li>• Implement negotiation strategies according to negotiation guidelines during negotiation process</li> <li>• Provide feedback to relevant parties for negotiation policies refinement</li> </ul>	<ul style="list-style-type: none"> <li>• Drive the establishment of the organisation's negotiation policies and limits</li> <li>• Set negotiation guidelines to be used during negotiation process</li> <li>• Evaluate and refine negotiation policies and limits based on negotiation outcomes</li> </ul>
-------------------------	--	--	--	--	---	--