

**SKILLS FRAMEWORK FOR ENVIRONMENTAL SERVICES
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE DOCUMENT**

TSC Category	Stakeholder and Customer Management					
TSC	Business Negotiation					
TSC Description	Manage and direct business negotiation to achieve desired outcomes					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
			EVS-CFC-3002-1.1	EVS-CFC-4002-1.1	EVS-CFC-5002-1.1	
			Apply business negotiation techniques to achieve organisation's desired position	Participate in business negotiation with stakeholders to achieve organisation's desired position	Manage and direct business negotiations with stakeholders to achieve organisation's desired position	
Knowledge			<ul style="list-style-type: none"> Types of negotiation objectives Context of negotiation Social and cultural difference Types of communication and conflict resolution techniques Components for minutes Relevant legislation and regulations 	<ul style="list-style-type: none"> Component of negotiation plans Negotiation roles and responsibilities Types of negotiation process and techniques Relevant precedents Relevant legislation and regulations 	<ul style="list-style-type: none"> Types of negotiation styles Results of effective negotiations Types of conditions for successful negotiations Types of needs and concerns of negotiation team Types of negotiation processes Roles and responsibilities to maintain positive working relationships Relevant legislation and regulations 	
Abilities			<ul style="list-style-type: none"> Identify negotiation outcomes to establish organisation's desired position in the negotiation Identify roles and responsibilities needed to support negotiation objectives Prepare relevant background information to understand other parties' position Apply appropriate negotiation processes and techniques to assist in achieving desired outcomes 	<ul style="list-style-type: none"> Plan and prepare outcomes and alternatives for parties in negotiation to achieve organisation's desired position Apply appropriate communication and conflict resolution techniques to achieve desired negotiation outcomes Finalise negotiation and follow-up to close negotiation Evaluate negotiation outcomes against objective in accordance 	<ul style="list-style-type: none"> Plan and prepare for negotiation in accordance with negotiation strategies to achieve organisation's desired position Source for past negotiation plan for insights to develop new negotiation plan according to situation Implement negotiation guidelines during negotiation process according to organisation's desired position 	

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			<ul style="list-style-type: none"> Record negotiation for evaluation and documentation Manage self to maintain composure when conducting negotiations 	<p>with organisational procedures to determine improvement</p> <ul style="list-style-type: none"> Manage self to maintain composure when conducting negotiations Interpret for past dispute resolutions to identify best practices that may applied to current negotiation situation 	<ul style="list-style-type: none"> Analyse to determine the issues, interests of each party in each negotiation Provide feedback to relevant stakeholders to refine negotiation policy 	
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