

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

TSC Category	Communication					
TSC	Business Negotiation					
TSC Description	Develop business negotiation strategies and ideas to facilitate discussions with stakeholders					
TSC Proficiency Description	Level 1	Level 2	Level 3 RET-COM-3001-1.1	Level 4 RET-COM-4001-1.1	Level 5 RET-COM-5001-1.1	Level 6
			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	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	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	
Knowledge			<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • Negotiation objectives • Context of negotiations • Components of negotiation plans • Negotiation roles and responsibilities • Negotiation processes and techniques • Relevant precedents • Relevant legislation and regulations 	<ul style="list-style-type: none"> • Negotiation styles • Results of effective negotiation • Conditions for successful negotiation 	
Abilities			<ul style="list-style-type: none"> • Identify negotiation outcomes in commercial situations 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 • Use negotiation processes and techniques to assist in achieving desired negotiation outcomes • Record negotiations for evaluation and documentation purposes 	<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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 	

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