

TSC Category	Business Development					
TSC	Business Negotiation					
TSC Description	Engage stakeholders in accordance to established protocols to achieve business goals					
TSC Proficiency Description	Level 1	Level 2	Level 3	Level 4	Level 5	Level 6
				WPH-BIN-4076-1.1	WPH-BIN-5076-1.1	WPH-BIN-6076-1.1
				Facilitate negotiations and evaluate negotiation outcomes	Cultivate partnerships and build trust by leading negotiations	Set negotiation guidelines, policies and limits for organisation
<b>Knowledge</b>				<ul style="list-style-type: none"> <li>Negotiation objectives and context</li> <li>Types of negotiation processes and techniques</li> <li>Social and cultural differences which may affect negotiations</li> <li>Legislations and regulations relevant to the marine industry</li> <li>Communication and conflict resolution techniques</li> <li>Conditions for successful negotiation</li> <li>Emotional intelligence management</li> <li>Cost-benefit impact</li> <li>Principles in ethics</li> </ul>	<ul style="list-style-type: none"> <li>Organisation's products, policies and processes</li> <li>Components of advanced negotiation plans</li> <li>Types of negotiation styles</li> <li>Results of effective negotiations</li> <li>Advanced stakeholder management</li> <li>Principles of advanced decision-making</li> </ul>	<ul style="list-style-type: none"> <li>Principles of strategic negotiations</li> <li>Organisation's vision, mission and values</li> <li>Negotiation guidelines and limits</li> </ul>
<b>Abilities</b>				<ul style="list-style-type: none"> <li>Identify negotiation outcomes in commercial situations to establish organisation's desired position in negotiations</li> <li>Prepare relevant background information to understand stakeholders' positions</li> <li>Apply knowledge of interpersonal relationships to facilitate negotiation processes</li> </ul>	<ul style="list-style-type: none"> <li>Prepare negotiation plans and agenda</li> <li>Set negotiation objectives, parameters and desired outcomes</li> <li>Lead negotiations with key stakeholders to build trust and cultivate partnerships</li> <li>Anticipate discussion points of actual negotiations</li> </ul>	<ul style="list-style-type: none"> <li>Develop negotiation policies with purpose statements, scope, responsibilities, and policy statements</li> <li>Develop negotiation limits which may involve prioritising of potential negotiation issues in relative order of importance to organisation</li> </ul>

**SKILLS FRAMEWORK FOR WORKPLACE SAFETY AND HEALTH  
TECHNICAL SKILLS & COMPETENCIES (TSC) REFERENCE**

				<ul style="list-style-type: none"> <li>• Plan alternatives and outcomes for stakeholders in negotiations to support negotiation objectives</li> <li>• Apply communication and conflict resolution techniques to achieve desired negotiation outcomes</li> <li>• Take necessary follow-up actions to close negotiations</li> <li>• Monitor negotiation outcomes against objectives</li> </ul>	<ul style="list-style-type: none"> <li>• Determine acceptable alternative outcomes</li> <li>• Brief negotiating teams on negotiation processes, roles, responsibilities and levels of empowerment</li> <li>• Implement negotiation strategies according to organisation's negotiation guidelines</li> <li>• Provide feedback to relevant stakeholders for negotiation policy refinements</li> </ul>	<ul style="list-style-type: none"> <li>• Evaluate potential negotiation risks and rewards</li> <li>• Identify non-negotiable issues, issues open to concession, issues to avoid, issues open to bargaining, and impact of potential negotiation outcomes</li> <li>• Determine acceptable trade-off positions</li> <li>• Set negotiation boundaries and governance standards for negotiations</li> <li>• Evaluate and refine negotiation policies and limits based on negotiation outcomes</li> </ul>
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