

## Overview

This standard is about supporting negotiations in a business environment. It covers contributing to negotiations with third parties to achieve planned objectives, preparing a negotiating brief, preparing proposals which meet the organisation's objectives and those of the third party and keeping accurate records of the outcomes of the negotiation. It involves identifying and prioritising objectives and any compromise positions prior to the negotiation, suggesting solutions to overcome problems and ensuring an agreement is reached that satisfies all parties involved, where possible.

It is for business administration professionals who support negotiations in a business environment.

## Performance criteria

### *You must be able to:*

1. prepare a negotiation brief for all relevant matters
2. identify and prioritise objectives and any compromise positions before negotiations begin
3. identify the objectives the other negotiator(s) might be trying to achieve
4. research and assess the strengths of negotiating position of other negotiator(s), prior to negotiations taking place
5. identify any potential problems in negotiations and suggest solutions to overcome them
6. ensure everyone involved in the negotiations is fully briefed and prepared prior to negotiations taking place
7. support negotiations in accordance with commercial and ethical frameworks
8. prepare proposals which meet set objectives for all parties involved
9. clarify everyone's understanding and respond to their queries and objections
10. consult with senior decision-makers when matters arise which require a higher level of authority to agree
11. ensure there is an agreement to the mutual satisfaction of all parties involved in the negotiations, where possible
12. ensure the negotiations are completed in a way which creates goodwill and promotes a professional image of the organisation
13. maintain records of the negotiations and outcomes and agree them with all parties involved
14. collate and analyse the lessons learnt when negotiations have not been successful
15. review your negotiation techniques on a regular basis to identify and action improvements

## Knowledge and understanding

### *You need to know and understand:*

1. the negotiation strategies and techniques
2. the process of negotiation in a business environment
3. the commercial and ethical frameworks relevant to negotiations
4. the roles and levels of responsibility of work colleagues prior to negotiations
5. the benefits of having set objectives and preparing compromise positions
6. the roles and levels of responsibility of work colleagues during the negotiation process
7. the differences in culture that might impact on the negotiations
8. the purpose and benefits of being flexible during negotiations while still seeking to achieve set objectives
9. the specified outcomes of negotiations
10. the purpose of keeping to the brief and level of authority during negotiations
11. how to ensure that goodwill is maintained during negotiations and the benefits of achieving this
12. the senior decision-makers with whom to consult when the problems are out of your knowledge or authority
13. how to ensure the negotiations are completed
14. the purpose and benefits of keeping records of negotiations
15. the lessons learnt and why it is important to use them for further negotiations' improvement

## Skills

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

Support negotiations in a business environment

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