



# The Global Standard for Procurement and Supply

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Leading global excellence in procurement and supply

# Segment 9.3 Working with Stakeholders in Procurement and Supply

**Level:** Operational

**Theme:** Developing Teams & Individuals

Knowledge: Will know and understand	Capabilities: Will be able to
The use of organisational procedures and processes in sourcing goods and services required by the organisation	Advise other members of staff to comply with organisational procedures and processes for sourcing whilst working towards achieving value for money outcomes in procuring goods and services
Selection and award criteria commonly applied to the sourcing of goods and services from suppliers	Recommend the application of appropriate selection and award criteria with stakeholders
Communication skills for negotiations to help achieve desired outcomes	Demonstrate effective negotiation skills with suppliers and other stakeholders to help achieve desired outcomes
Team management and the influence of internal customers and other stakeholders in negotiations	Develop positive relationships with team members and demonstrate behaviours to overcome resistance and conflict from team members or other stakeholders
The responsibilities for contract management	Decide on responsibilities for contract management and provide guidance to those personnel involved in the performance of contracts on actions to help achieve value for money outcomes

## Knowledge: Will know and understand

The stages of team development through forming, storming, norming and performing

## Capabilities: Will be able to

Develop effective relationships with other team members

Forming teams with stakeholders for the sourcing process

Create positive relationships in teams emphasising the positive contributions to the organisation of effective procurement and supply

## Related CIPS Knowledge Links

[Procurement Policy Development - http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Strategy-policy/Procurement-policy-development1/](http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Strategy-policy/Procurement-policy-development1/)

[Value Generation - http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Efficiency/Value-Generation1/](http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Efficiency/Value-Generation1/)

[Leadership and Promotion of Procurement and Supply Management - http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/People-and-skills/Leadership-and-Promotion-of-Procurement-and-Supply-Management1/](http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Leadership-and-Promotion-of-Procurement-and-Supply-Management1/)

[Stakeholders - http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Procurement-Organisation/Stakeholders/](http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Procurement-Organisation/Stakeholders/)

[Sourcing - http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Understand-Need---Market-and-options-assessment/Sourcing1/](http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Understand-Need---Market-and-options-assessment/Sourcing1/)

[Negotiation - http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Strategy-policy/Negotiation/](http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Strategy-policy/Negotiation/)

[Conflict Resolution - http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Developing-and-managing-contracts/Conflict-Resolution/](http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Developing-and-managing-contracts/Conflict-Resolution/)

[Confidentiality Agreement - Tools and Templates - http://www.cips.org/Knowledge/Tools-and-Templates-revised/Sourcing-and-Tendering/Confidentiality-Agreement/](http://www.cips.org/Knowledge/Tools-and-Templates-revised/Sourcing-and-Tendering/Confidentiality-Agreement/)

[Negotiation - Tools and Templates - http://www.cips.org/Knowledge/Tools-and-Templates-revised/Negotiation/Negotiation-Tools-and-Templates/](http://www.cips.org/Knowledge/Tools-and-Templates-revised/Negotiation/Negotiation-Tools-and-Templates/)

[Management and Leadership - Tools and Templates - http://www.cips.org/Knowledge/Tools-and-Templates-revised/Management-and-Leadership/Management-and-Leadership-Tools-and-Templates/](http://www.cips.org/Knowledge/Tools-and-Templates-revised/Management-and-Leadership/Management-and-Leadership-Tools-and-Templates/)

[Procurement Team - http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Procurement-Organisation/Procurement-Team/](http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Procurement-Organisation/Procurement-Team/)

[Emotional Intelligence \(EI\) - http://www.cips.org/jca](http://www.cips.org/jca)

[Procurement Team - http://www.cips.org/en-gb/knowledge/procurement-topics-and-skills/procurement-organisation/procurement-team/#tabs-2](http://www.cips.org/en-gb/knowledge/procurement-topics-and-skills/procurement-organisation/procurement-team/#tabs-2)