



The Global Standard for Procurement and Supply

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Leading global excellence in procurement and supply

Segment 10.4 Develop Your Capabilities to Lead Procurement and Supply

Level: Professional

Theme: Developing Self & Personal Skills

| Knowledge: Will know and understand | Capabilities: Will be able to |
|-------------------------------------|--|
| Self-development | Be open in recognising and learning from own mistakes and the mistakes of others. Seek, accept and provide feedback in a positive and constructive way to improve outcomes |
| Problem solving | Assess situations that may be unfamiliar and/or unpredictable to identify potential problems and propose effective and innovative solutions demonstrating resilience in resolving issues |
| Honesty and integrity | Maintain, promote and evaluate personal and professional integrity that furthers the aims and well being of the organisation |
| Coping with change | Respond constructively to change coping with uncertainty and manage the expectations of others in relation to change |

| Knowledge: Will know and understand | Capabilities: Will be able to |
|--|--|
| Dealing with conflict | Manage conflict between stakeholders both internal and external to the organisation recognising the positive contribution that managed conflict can make to reaching shared solutions |
| Equality and diversity | Maintain and promote best practice in valuing and respecting diversity and cultural differences within the organisation, across teams and functions, recognising the positive contributions that such differences can make to work practices |
| Negotiation in procurement and supply | Create advice and guidance for colleagues and other internal stakeholders and act as a role model, using advanced negotiation techniques and tactics, for achieving negotiated outcomes that achieve positive outcomes for the organisation |
| The use of emotional intelligence in commercial negotiations | Appreciate the different aspects of emotional intelligence that can be applied to improve performance and outcomes sought in commercial negotiations and create development plans to improve key skills |

Related CIPS Knowledge Links

[Influencing Skills - http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/People-and-skills/Influencing-Skills/](http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/People-and-skills/Influencing-Skills/)

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

[Conflict Resolutions - 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/)

[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/)

[Sustainable and Ethical Procurement - http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Sustainability/Sustainable-and-Ethical-Procurement/](http://www.cips.org/en-GB/Knowledge/Procurement-topics-and-skills/Sustainability/Sustainable-and-Ethical-Procurement/)

[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/)

[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/)

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