



The Global Standard for Procurement and Supply

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Leading global excellence in procurement and supply

Segment 1.8 Building Strategic Relationships with Stakeholders

Level: Advanced Professional

Theme: Position & Influence

Knowledge: Will know and understand	Capabilities: Will be able to
The impact of policy, legislative and regulatory requirements on the supply chain	Uphold and explain policy, legislative and regulatory requirements affecting the supply chain to suppliers and stakeholders
Procurement and supply as a consulting process with internal stakeholders	Assess and manage stakeholder expectations through a controlled and value adding process
The differences between consulting and counselling, and the importance of consulting skills as a means to influence organisational change	Develop and implement approaches to convince colleagues and other stakeholders to agree to plans or take advice, and to achieve early engagement in strategic issues affecting procurement or the supply chain
Approaches to managing relationships with external suppliers and internal stakeholders	Promote effective relationships with suppliers and internal stakeholders to secure their commitment to processes, systems, practices and strategy objectives
The range of influencing styles that can be used with stakeholders	Adopt appropriate influencing styles so that stakeholders accept change, strategies or advice

Knowledge: Will know and understand

Capabilities: Will be able to

Negotiation strategies and styles

Apply effective negotiation styles and strategies to further the aims of the procurement/supply chain function with stakeholders and suppliers

The use of emotional intelligence in building effective relationships

Apply different aspects of emotional intelligence to improve relationships with stakeholders

Approaches to developing a competitive advantage through developing superior [supplier relationships](#)

Attract and retain the best suppliers to build competitive products, services and supply chain advantage

The strategic importance for stakeholders of measuring return on investment in procurement and supply

Evaluate return on investment assessments for changes that impact procurement and supply activities

Related CIPS Knowledge Links

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

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

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

[Procurement Strategy Development - http://www.cips.org/Knowledge/Procurement-topics-and-skills/Strategy-policy/Procurement-Strategy-Development1/](http://www.cips.org/Knowledge/Procurement-topics-and-skills/Strategy-policy/Procurement-Strategy-Development1/)

[Supplier Relationship Management \(SRM\) - https://www.cips.org/knowledge/procurement-topics-and-skills/supplier-relationship-management/](https://www.cips.org/knowledge/procurement-topics-and-skills/supplier-relationship-management/)

[Supplier Development - http://www.cips.org/Knowledge/Procurement-topics-and-skills/SRM-and-SC-Management/Supplier-Development/](http://www.cips.org/Knowledge/Procurement-topics-and-skills/SRM-and-SC-Management/Supplier-Development/)

[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/)