



# 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 the sourcing goods and services required by the organisation	Advise other members of staff on how to comply with organisational procedures and processes for sourcing, whilst working towards achieving value 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
The importance of communication skills during negotiation activities 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, demonstrating behaviours and actions to address resistance or conflict within the team or with stakeholders
The responsibilities for contract management	Agree responsibilities for contract management and provide guidance for staff involved in the management of contracts to help achieve value

## Knowledge: Will know and understand

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

How to develop teams, including the use of stakeholder representatives to support the sourcing process

The use of mobile technologies, video conferencing and collaboration tools to communicate with stakeholders

## Capabilities: Will be able to

Develop effective relationships with other team members

Create positive relationships within teams, emphasising the contribution that effective procurement and supply offers the organisation

Use, promote and advise on the use of mobile technologies, video conferencing and collaboration tools to communicate with stakeholders

## 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/People-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/)

[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/)

[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)