



# The Global Standard for Procurement and Supply

Version 3.0 – Published 2017

Leading global excellence in procurement and supply

# Segment 10.2 Develop Your Capabilities for Procurement and Supply

**Level:** Operational

**Theme:** Developing Self & Personal Skills

Knowledge: Will know and understand	Capabilities: Will be able to
The importance of self-development and emotional intelligence	Learn from mistakes, seeking and accepting feedback from others in the team and from senior staff to improve own performance and the performance of the team
Different problem solving methods	Identify problems and work to develop solutions to improve the effectiveness of the team
The importance of honesty and integrity	Maintain and promote to others' personal and professional standards of honesty and integrity
Strategies to cope with change	Be open and flexible to change, adapting approaches to meet requirements
The importance of conflict management	Recognise that conflict can occur between colleagues, and establish and address the causes of conflict to improve team performance
The importance of equality, diversity and inclusion	Promote best practice in valuing and respecting people's diversity

Knowledge: Will know and understand	Capabilities: Will be able to
The importance of negotiating requirements with stakeholders	Contribute to the effective negotiation of requirements with internal stakeholders and create best value outcomes with suppliers, acting within limits of authority
The importance of the use of technology	Be familiar with technologies for liaising with stakeholders and seek help and support when appropriate

## 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 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/)

[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/)