



# The Global Standard for Procurement and Supply

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Leading global excellence in procurement and supply

# Segment 10.3 Develop Your Capabilities to Manage Procurement and Supply

**Level:** Managerial

**Theme:** Developing Self & Personal Skills

Knowledge: Will know and understand	Capabilities: Will be able to
The importance of self-development and emotional intelligence	Reflect on, seeking and using feedback from others in the organisation to improve own performance and the performance of the team
Different problem solving methods	Assess situations and identify the causes of problems, proposing appropriate solutions
The importance of honesty and integrity	Maintain, promote and monitor personal and professional honesty and integrity
Strategies to cope with change	Recognise the need for change and promote change in a positive manner to the team, encouraging their comments and contribution to the process
The importance of conflict management	Identify and minimise areas of potential conflict between colleagues and team members, whilst recognising the positive contribution that managed conflict can make to reaching the most appropriate solution

## Knowledge: Will know and understand

## Capabilities: Will be able to

The importance of equality, diversity and inclusion

Maintain and promote best practice in valuing and respecting equality, diversity and inclusion, recognising the positive contributions that such differences can bring to effective work practices

The importance of negotiating requirements with stakeholders

Actively help internal stakeholders to achieve desired outcomes in commercial dealings with third parties by practising effective negotiation

The importance of the use of technology

Guide others on the use of 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/)

[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/)