



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
The importance of self-development and reflection	Be open, 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
Methods of problem solving and dealing with unfamiliar problems	Assess situations that may be unfamiliar and/or unpredictable to identify potential problems and propose effective and innovative solutions, demonstrating resilience in resolving issues
The importance of honesty and integrity	Maintain, promote and evaluate personal and professional integrity to enhance the aims and wellbeing of the organisation and the profession
Strategies to lead change	Respond constructively to change, cope with uncertainty and manage the expectations of others in relation to change

Knowledge: Will know and understand	Capabilities: Will be able to
The importance of conflict management	Manage conflict between both internal and external stakeholders, recognising the positive contribution that managed conflict can make to reaching shared solutions
The importance of equality, diversity and inclusion	Maintain and promote best practice in valuing and respecting equality, diversity and inclusion within the organisation, and across teams and functions, recognising the positive contributions that such differences can make to work practices
The importance of sharing negotiation techniques with others	Create advice and guidance for colleagues and other internal stakeholders and act as a role model, using advanced negotiation techniques and tactics for 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
The use of technology	Provide guidance to others on the use of technologies used for liaising with stakeholders

Related CIPS Knowledge Links

[Stakeholders - https://www.cips.org/intelligence-hub/managing-stakeholders](https://www.cips.org/intelligence-hub/managing-stakeholders)

[Sustainable and Ethical Procurement - https://www.cips.org/intelligence-hub/sustainability/sustainable-procurement](https://www.cips.org/intelligence-hub/sustainability/sustainable-procurement)

[Negotiation - https://www.cips.org/intelligence-hub/negotiation](https://www.cips.org/intelligence-hub/negotiation)