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The CIPS L4M5 exam covers a wide range of topics related to commercial negotiation, including the principles and techniques of negotiation, the legal and ethical considerations of negotiation, and the role of communication in negotiation. It also covers the various stages of the negotiation process, such as preparation, opening, bargaining, and closing. L4M5 exam is designed to test the candidate's ability to analyze a situation, identify objectives, and develop a negotiation strategy that is in line with the organization's goals and objectives.

CIPS L4M5 Exam is a Level 4 qualification under the Chartered Institute of Procurement and Supply (CIPS) program, which is considered as the leading global professional body for procurement and supply chain management. L4M5 exam is intended for individuals who have completed the CIPS L3M3 (Procurement Practice) or L3M5 (Advanced Certificate in Procurement and Supply Operations) qualifications or have equivalent experience in procurement and supply chain management.

CIPS L4M5 Exam is an essential certification for procurement professionals seeking to enhance their negotiation skills. It covers a range of topics, including negotiation planning, power and influence, communication skills, and conflict resolution, making it a practical and relevant qualification. L4M5 exam is recognized globally as a standard of excellence in commercial negotiation, and it is

a valuable certification for procurement professionals seeking to improve their career prospects and demonstrate their expertise to potential employers.

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## **100% Pass Accurate CIPS - L4M5 - Interactive Commercial Negotiation Testing Engine**

It is understandable that different people have different preference in terms of L4M5 study guide. Taking this into consideration, and in order to cater to the different requirements of people from different countries in the international market, we have prepared three kinds of versions of our L4M5 Preparation questions in this website, namely, PDF version, APP online and software version, and you can choose any one of them as you like. You will our L4M5 exam dumps are the best!

### **CIPS Commercial Negotiation Sample Questions (Q119-Q124):**

#### **NEW QUESTION # 119**

The National Schools Purchasing Forum (NSPF) is a procurement organisation that purchases goods and services on behalf of schools on a national scale. NSPF is close to concluding negotiations in a meeting with Hygienics For All (HFA) for the supply of consumables to school washrooms. Both parties have reached an agreeable position and NSPF feels it is important that they conclude the negotiation at this point. What type of questions should NSPF ask HFA to achieve this?

- A. Open questions
- **B. Closed questions**
- C. Hypothetical questions
- D. Probing questions

**Answer: B**

#### **NEW QUESTION # 120**

Active listening in negotiation includes which of the following activities?

1. Hearing
2. Interpreting
3. Rapport
4. Influence

- **A. 1 and 2 only**
- B. 3 and 4 only
- C. 1 and 3 only
- D. 2 and 3 only

**Answer: A**

Explanation:

Listening is a hugely important skill in the world of work. It's a key part of effective communication [...].

Regarding active listening, there is a model called 'The SIER Hierarchy of Active Listening'. It details four key stages required for effective listening. As with all models associated with active listening, its purpose is to help the listener be a better, more effective listener who really hears what is being said, connects with the individual with whom they are communicating and builds effective relationships.

The model is a hierarchical model meaning that each stage builds on the stage before it. While the model is sometimes used for training in the sales arena, it is helpful in all walks of life. The stages of the model are:

Sensing (including hearing and watching body language), Interpreting, Evaluating and Responding.

Reference:

- CIPS study guide page 171-173

- The SIER Hierarchy of Active Listening: Become a Better Listener

LO 3, AC 3.3

#### **NEW QUESTION # 121**

How contribution is calculated in break-even analysis?

- A. Fixed costs divided by variable costs
- B. Price minus fixed costs
- **C. Variable costs subtracted from price**
- D. Variable costs subtracted from fixed costs

**Answer: C**

Explanation:

:

Contribution = Price - Variable cost

Break-even point (volume) = Fixed cost/Contribution

### NEW QUESTION # 122

Which of the following are internal factors when a supplier is making its pricing decision?

- **A. 3 and 4 only (Risk management and The stage in the product life cycle)**
- B. 1 and 2 only (Price elasticity of demand and Environmental legislation)
- C. 2 and 3 only (Environmental legislation and Risk management)
- D. 1 and 4 only (Price elasticity of demand and The stage in the product life cycle)

**Answer: A**

### NEW QUESTION # 123

Lina Rawlins, a senior buyer for a medical equipment company, is in charge of the company's largest supplier account. Recently, the supplier's performance has declined, leading to more rejected items. Lina has asked the supplier for an urgent meeting. In the meeting, she asks: "Can you tell me exactly what you are doing to ensure quality?" What type of question is Lina asking?

- A. Leading
- **B. Probing**
- C. Reflective
- D. Hypothetical

**Answer: B**

Explanation:

Lina's question seeks detailed information about the supplier's actions and is aimed at uncovering the root cause or assurance measures. This makes it a probing question, designed to delve deeper into specifics.

Probing is a key technique in negotiations for uncovering critical insights, particularly during issue resolution or when seeking compliance on performance terms.

Reference: L4M5 Commercial Negotiation 2nd edition (CORE), Section 3.3 - Questioning Styles: Probing for Clarity and Assurance

### NEW QUESTION # 124

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