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CIPS L4M5 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"> How purchasers can improve leverage with suppliers The importance of power in commercial negotiation
Topic 2	<ul style="list-style-type: none"> How to assess the process and outcomes of negotiation to inform future actions Describe a relationship about the negotiation
Topic 3	<ul style="list-style-type: none"> Differentiate between the types of approaches that can be pursued in commercial negotiation Explain how to use a distributive approach to negotiation
Topic 4	<ul style="list-style-type: none"> Identify the different types of relationships that impact on commercial negotiation Explain the role of power in negotiation
Topic 5	<ul style="list-style-type: none"> Define profit with respect to an opportunity, margin or variable and activity based costs Identify how to negotiate for negotiation with internal organisational

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The CIPS L4M5 certification exam is a crucial part of career development in the tech sector. Cracking the Commercial Negotiation (L4M5) exam strengthens your chances of landing high-paying jobs and promotions. Yet, preparing for the L4M5 Exam can be

challenging, and many working applicants struggle to find L4M5 practice test questions they require to be successful in their pursuit.

CIPS Commercial Negotiation Sample Questions (Q56-Q61):

NEW QUESTION # 56

A buyer requests a £2,000 reduction in price at the end of negotiations. The supplier nods and smiles, shakes hands, and leaves. Should the buyer believe the reduced price is agreed?

- A. No, at least four verbal cues are required to confirm agreement
- B. Yes, as that was the last counter-offer so it will stand
- C. Yes, the nod and smile indicate agreement
- **D. No, a non-verbal cue isn't sufficient to assume agreement**

Answer: D

Explanation:

CIPS stresses that clear verbal confirmation is required for agreements. Non-verbal signals (smiles, nods, handshakes) can indicate politeness or ambiguity but do not constitute binding agreement. Assuming agreement risks later disputes or misunderstandings. Skilled negotiators ensure closure by explicitly summarising agreed terms and documenting them. Non-verbal communication is supportive, not decisive, in contract negotiation contexts.

Reference: CIPS L4M5 (2nd ed.), LO 3.2 - Communication and persuasion; importance of verbal confirmation.

NEW QUESTION # 57

Before engaging in a negotiation with a supplier of rechargeable lights, procurement team tries to visualise the breakdown of supplier's costs to calculate its break-even point. They estimate that total fixed expenses related to rechargeable electric light are \$270,000 per month and variable expenses involved in manufacturing this product are \$126 per unit. The supplier charges its customer \$180 per unit. Within its current capacity, this supplier will make a profit at which of the following?

- A. Exactly 5,000 units are sold per month
- B. Exactly 1,500 units are sold monthly
- **C. More than 5,000 units are sold monthly**
- D. More than 1,500 units are sold monthly

Answer: C

Explanation:

The analysis of cost into fixed and variable enables organisations to determine their break-even point (BE) - the point where total revenue from sales and total cost exactly balance. All costs need to be covered by sale revenue in order for a company to make a profit. If you know your fixed costs and your variable costs then you can work out the minimum quantity of goods or services you need to sell to break even. Break even point is measured in volume and can be worked out graphically or via formulae:

Price - Variable costs = Contribution

Break even point (volume) = Fixed expenses/Contribution margin per unit In this scenario, the break even point (Q) is:
 $270,000/(180-126) = 5,000$ To make a profit, the supplier needs to sell more than 5,000 units per month.

The BE point is thus an important determinant of flexibility of pricing for suppliers. Before BE is achieved there will be much greater reluctance to offer price concessions to customers than after BE is achieved.

LO 2, AC 2.1

NEW QUESTION # 58

A procurement manager has decided to bring in a junior member of their team to a negotiation meeting. Which of the following would be suitable roles for this junior member of the team?

Note taker

Expert

Observer

Chair

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

Answer: B

Explanation:

A junior team member can effectively contribute as a note taker (1) and observer (3), allowing them to support the meeting without taking on roles that require more experience, like chairing or serving as an expert. This aligns with CIPS's recommendations for assigning junior roles in negotiations.

NEW QUESTION # 59

There are no commitments in hypothetical questions. Is this statement true?

- A. No, because the party who makes hypothetical questions cannot withdraw their proposals
- B. Yes, because hypothetical questions generate a specific response
- C. No, because hypothetical questions are made explicitly to the other party
- **D. Yes, because hypothetical questions only mention possible situations**

Answer: D

Explanation:

There are four types of questions that can be used in a commercial negotiation:

Hypothetical questions, where you ask about a possible situation or abstract concept, are very useful at the testing and proposal phases. Hypothetical question does not state any commitment as it is only about 'if something happens, then ...'. This type of question can be useful at giving suggestion.

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LO 3, AC 3.3

NEW QUESTION # 60

Which of the following should be done by the procurement team at the closing stage of a negotiation? Select TWO that apply.

- A. Gloat publicly about the deal
- B. Accept ambiguity or uncertainty
- C. Tell TOP that they could have got a better deal
- **D. Leave the meeting as soon as possible**
- **E. Seek agreement in principle if TOP does not have the final authority**

Answer: D,E

Explanation:

The agreement and closing phase is the phase when it is either clear through explicit language, or strongly suggested through non-verbal signals, that TOP is ready to move to agreement. Judging when to close can be difficult and as with phases of the negotiation, experience, observation, practice and reflection will be the best ways to learn here.

In the closing phase, procurement should:

- Watch for closing/buying signals
- Check to ensure all issues have been resolved
- Consider using visual aids to summarise
- Use 'summary close'
- Make a decision to conclude/close
- Seek agreement in principle if TOP does not have the final authority
- Make your own private notes on the final agreement
- Shake hands on the agreement
- Leave the meeting as soon as possible thereafter.

LO 3, AC 3.1

NEW QUESTION # 61

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