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DumpsFree has been designing and offering real CIPS Commercial Negotiation exam dumps for many years. We regularly update our valid CIPS L4M5 certification test preparation material to keep them in line with the current Commercial Negotiation (L4M5) exam content and industry standards. Professionals from different countries give us their valuable feedback to refine L4M5 actual dumps even more.

CIPS L4M5 (Commercial Negotiation) Certification Exam is designed for procurement and supply chain professionals who want to enhance their negotiation skills and knowledge. Negotiation is a critical skill for professionals in the procurement and supply chain industry, as it involves the process of reaching an agreement with suppliers and vendors that meets the needs of the business while maintaining positive relationships with suppliers. The CIPS L4M5 Certification Exam helps professionals to build on their existing negotiation skills and develop new ones, allowing them to become more effective negotiators in their roles.

CIPS L4M5 certification program is an excellent opportunity for professionals who want to enhance their negotiation skills and advance their careers in procurement and supply chain management. The program is highly regarded in the industry and provides individuals with the knowledge and skills needed to negotiate effectively in commercial environments. The CIPS L4M5 Certification Exam is a challenging but rewarding experience that can help professionals stand out in a competitive job market.

CIPS L4M5 certification exam is ideal for individuals who are responsible for negotiating contracts and agreements in their organizations. L4M5 exam is also suitable for those who are looking to advance their careers in procurement and supply chain

management. Commercial Negotiation certification is designed to provide professionals with a comprehensive understanding of commercial negotiations, which can be applied in a variety of industries and sectors.

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We have been always trying to make every effort to consolidate and keep a close relationship with customer by improving the quality of our L4M5 practice materials. So our L4M5 learning guide is written to convey not only high quality of them, but in a friendly, helpfully, courteously to the points to secure more complete understanding for you. And the content of our L4M5 study questions is easy to understand.

CIPS Commercial Negotiation Sample Questions (Q253-Q258):

NEW QUESTION # 253

Stalemate is more likely to happen if both parties trade more variables in a commercial negotiation. Is this assumption true?

- **A. No, because more variables will facilitate more possible negotiated outcomes**
- B. No, because the party who offers more variables will have lower bargaining power
- C. Yes, because the negotiation will last endlessly if there are too many variables
- D. Yes, because more variables will cause more conflicts of interest

Answer: A

Explanation:

Negotiation variables such as price or contract length, etc are that can be traded with TOP in a negotiation.

The more variables you can identify, the better. The more variables you can identify and articulate, the lower the chances of the negotiation reaching deadlock as more possibilities are facilitated regarding more creative solutions.

Below are examples of negotiation tradeables in buying professional services:

LO 2, AC 2.3

NEW QUESTION # 254

Which of the following are most likely to be sources of conflict that can emerge from the process of commercial negotiations? Select TWO that apply.

- A. Line of the best fits
- **B. Differences in culture**
- C. Standard terms and conditions
- D. Types of purchase
- **E. Differences in conflict management style**

Answer: B,E

Explanation:

:

There are multiple sources of divergent positions that can arise in situations where money is exchange for goods and services. There are 2 different types of sources. Those that arise from the content or subject matter of the negotiation (what is being negotiated) and those that arise from the process of negotiation (how it is being negotiated).

Sources of divergent positions - the process of negotiation:

Table Description automatically generated

Sources of divergent positions/conflict	Examples	Sources of divergent positions/conflict	Examples
Agenda and governance	<ul style="list-style-type: none"> Who decides what can be negotiated, how the meeting is chaired and governed, and how much time is allowed? Lack of faith in confidentiality from TOP (notwithstanding the existence of NDAs – non-disclosure agreements). 	Timescales/location	<ul style="list-style-type: none"> Different views as to where and when negotiation meetings should take place, e.g., 'home or away' and time zone differences. How many meetings are required? Duration?
Conflicting negotiation styles of participants	<ul style="list-style-type: none"> Participants adopt very different styles, e.g., one party adopts win-win style while other side adopts win-lose style. 	Negotiation medium	<ul style="list-style-type: none"> Different views of participants regarding use of phone/teleconference, face-to-face, group meetings/negotiation by e-mail.
Cultural differences	<ul style="list-style-type: none"> Misunderstandings between parties based on local or organisational customs, traditions or conventions. Unintended insults or offence made regarding symbols, forms of address (e.g., using 'Mr'/ 'Ms' versus first name), punctuality, dress codes, attitude, etc. 	Team size and make-up	<ul style="list-style-type: none"> Different views regarding who should be present at negotiation meetings; commercial, technical, legal, stakeholder representation.
		How negotiation will be closed out	<ul style="list-style-type: none"> How will we know when negotiation is 'over'? Is there a time limit or agreed objectives both sides are aiming for? What is default position if negotiation fails?

Line of best fits is the line that goes approximately through the middle of the data points with an equal number of data points above and below it. Line of best fits is a method of calculating medium value in statistics.

Standard terms and conditions are basic terms and conditions of business governing transactions that do not have a definitive contract, usually designed to be included in form documents such as orders. While there may be conflicts regarding standard terms and conditions, they are about the content of negotiation, not the process.

Type of purchase: when buying organisation makes a decision to purchase an item, a buyer is faced with three possible scenarios. The item to be bought could be a straight re-buy, a modified re-buy or a new purchase. Decision on type of purchase is purely an internal decision.

NEW QUESTION # 255

A negotiation is coming to the end. Both parties haven't had any official commitments. Right before leaving the room, the buyer strongly disagrees with supplier's set up prices and requests a discount. The supplier doesn't reply but nods and smiles. Can the buyer consider these actions as an acceptance?

- A. No, because nodding and smiling are etiquette of polite rejection
- **B. No, because nodding and smiling are not clear signs of neither acceptance nor rejection**
- C. Yes, because negotiator should rely on non-verbal communications only
- D. Yes, because smiling shows supplier's readiness in signing the deal off

Answer: B

Explanation:

Good negotiators are attuned to all stimuli and not just the verbal and written information exchanged. Tone of voice, body language, facial expressions and other clues from TOP are noticed, and with experience and knowledge, interpreted correctly. This interpretation may also involve knowledge of culture norms and values. A smile, a 'yes' and the type of hospitality received, (in the business context), can mean very different things in different international business cultures.

Trained negotiators will consider non-verbal communication (such as nodding and smiling) and body language as one source of signal from TOP, but will rarely rely wholly on this as a guide to what TOP is thinking or feeling. Furthermore, international and regional cultural considerations must be included here to avoid errors in interpretation. Emotional intelligence also has an important role in forming a more holistic perspective of what TOP may be thinking or feeling.

NEW QUESTION # 256

Which of the following are most likely to turn buying organisation into an unattractive customer in supplier's perspective? Select TWO that apply.

- A. Adopting clear and concise CSR policies
- **B. Unclear tender award criteria**
- **C. Demands for kickback**

- D. Reduced paperwork in procurement processes
- E. Using SRM technology

Answer: B,C

Explanation:

Becoming a preferred customer to supplier's perspective can increase the purchaser's leverage in negotiation.

Beside the size of buying organisation or its spend, the following may be sufficient to differentiate the buyer from other buying organisations:

Simple procurement processes: Using SRM technology may help to simplify the process Simple contracting processes Clear and concise documentation: Reduced paperwork helps both supplier and buyer save their time and resources.

Absence of onerous supplier terms and conditions

On-time payment

Transparent processes: Unclear tender award criteria can be seen as opaque. Suppliers who attended the tendering processes cannot know the reasons why their bids are rejected and hesitate to attend other tendering.

Ethical behaviour: Suppliers may prefer a buyer who adopts CSR policy because they can predict potential customer's behaviour.

Demands for kickback are unethical behaviours.

NEW QUESTION # 257

Which of the following is the best description of direct cost?

- A. Direct costs include raw materials, labour and overheads
- **B. Direct costs include raw materials, labour and other expenses attributable to the final product**
- C. Direct costs are only variable raw materials that constitute a product
- D. Direct costs include only raw materials and labour of making the final product

Answer: B

Explanation:

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Direct costs are those costs of a product/service directly attributable/traceable to its production, for example, the costs of labour and materials directly used to produce the goods/services which the organisation sells.

NEW QUESTION # 258

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