

Updated L5M15 CBT | CIPS L5M15 Valid Test Question: Advanced Negotiation Latest Released

CIPS L4M1 - Question & Answer Past exam questions latest 2023/2023

Q1. Outline FIVE differences between purchasing goods and purchasing services.

Answer - 1. Goods are tangible, services are intangible:
2. Services cannot be separated from their supplier:
3. Heterogeneity: goods are usually uniform in nature while services are unique at each delivery
4. Services "perish" immediately on delivery whereas goods can be stored until required
5. Products are easier to specify, being tangible

Q2. Explain THREE circumstances in which a competitive tendering exercise might not be the best approach to making a purchase. Answer - 1. Urgency

2. Commercial confidentiality or national security (e.g. military organisations):
3. Value of the purchase:
4. Production costs cannot be measured accurately:
5. Price is not the only criterion for supplier selection and contract award
6. Intellectual Property Rights and monopoly

Q2. Describe TWO e-sourcing tools and their use in procurement and supply.

Answer - 1. E-Catalogues
2. E-Tendering
3. E. Auction
4. Reverse Auctions
5. Online supplier evaluation data

Q3. Explain the role of a shared services unit (SSU). Answer - SSUs reflect a desire to centralise and share services

The shared service provider becomes a dedicated provider of services such as; finance, HR, IT and procurement which continue to be provided internally.
An SSU manages costs and quality SLAs to demonstrate value for money.
An SSU's benefits may be summarised as:

- cost effective internal service;
- liaison with its customers;
- anticipating future demand;
- employing resources and providing higher levels of service more cost effectively than if they were provided by a department or an external provider.

Q3. A manufacturer of electrically powered tools for the engineering industry consists of four separate business units, each of which undertakes its own purchasing activities.

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CIPS Advanced Negotiation Sample Questions (Q75-Q80):

NEW QUESTION # 75

Which of the following is not a cross-cultural factor of negotiation?

- A. Environment
- B. Religion/belief/culture
- C. Financial and fiscal system
- D. Legal system

Answer: A

Explanation:

Cross-cultural negotiation factors include social/ethical norms, legal and political systems, business systems, infrastructure, and financial/fiscal systems. "Environment" in the ecological sense is not typically classified by CIPS as a cross-cultural negotiation factor.
Reference:CIPS Level 5, L5M15 - Topic: Cross-Cultural Considerations in Negotiation.

NEW QUESTION # 76

Kelly is a lead negotiator preparing for a meeting with a supplier. Her approach is to appear "warm and tough." Which of the following behaviours should Kelly exhibit?

- A. Confident and assertive
- B. Disinterested
- C. Dominating and aggressive
- D. Overly friendly

Answer: A

Explanation:

"Warm and tough" means balancing firmness on issues with respect and empathy in style. Confidence and assertiveness maintain authority while preserving positive tone-ideal for collaborative negotiation.

Reference:CIPS L5M15 - Influencing Behaviours in Negotiation: Warm vs Tough Styles.

NEW QUESTION # 77

Which of the following stages in group development comes first?

- A. Norming
- B. Performing
- C. Storming
- D. Mourning

Answer: C

Explanation:

In Tuckman's team development model: Forming # Storming # Norming # Performing # Adjourning / Mourning. "Storming" is the first stage listed here and marks initial conflict as roles and norms form.
Reference:CIPS L5M15 - Team Dynamics: Tuckman's Stages (Domain 3.1).

NEW QUESTION # 78

Which of the following is not an example of an environmental KPI?

- A. Biodiversity
- B. Waste reduction
- C. Energy reduction
- D. On-time delivery

Answer: D

Explanation:

"On-time delivery" measures operational performance, not environmental sustainability. Environmental KPIs focus on resource usage, emissions, waste, and biodiversity-measuring environmental impact rather than service metrics.

Reference:CIPS L5M15 -Key Performance Indicators (Environmental vs Operational).

NEW QUESTION # 79

Daniel is the lead negotiator for a deal with a potential supplier. He is quick-thinking, assertive, and has strong market knowledge. Which type of product is Daniel negotiating about?

- A. Low value, high risk
- B. Low value, low risk
- C. High value, high risk
- D. High value, low risk

Answer: D

Explanation:

Assertive, decisive negotiation styles align with high-value, low-risk situations, typically requiring competitive behaviour to maximise value without the complexity of shared risk.

Reference:CIPS L5M15 -Negotiation Styles and Specialist Tools Table (Domain 1.2).

NEW QUESTION # 80

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