

# Indispensable Skills Procurement Needs Today

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Exploring key skills, behaviours, and knowledge to drive compliance, excel in procurement, and stand out in your career.



# Purpose & Objective

## Purpose

Equip participants with practical skills and knowledge essential for achieving contractual compliance with zero-cost changes, excelling in modern procurement, and standing out in their careers.

## Objectives

- Understanding what organisations truly need.
- Building Trust with stakeholders.
- Improving Negotiation & influencing skills.
- Standing Out in modern Procurement.



Anything missing?



How can we get the best from this session?

## Organisational Needs vs. Wants

Example: no claims!

Our aim is contractual compliance with zero cost change

The 'How' to achieve our aim demands focused knowledge, skills and behaviours

4 dimensions covered here:

- What the is organisation *actually* buying
- How we are building trust with stakeholder
- Developing impactful negotiation skills
- What are the important things an organisation needs from you to make this work

## What is the organisation actually buying?

10 simple questions to always ask

Misaligned expectations are the number 1 cause of commercial disputes.

1. Do you know what we are buying?
2. Are the responsibilities clear (who, what, why and when)?
3. Has the Supplier explained how the deliverables are going to delivered?
4. What does the Supplier need from you?
5. Are deliverables linked to acceptance prior to payment?
6. What happens if things go wrong?
7. Are responsibilities to report progress clearly stated (no surprises)?
8. What measures will be in place to ensure delivery can be seen on track?
9. What will success look like? (i.e. Timing, quality and cost) Are these clear in the contract / Terms of Reference
10. **If it is not clear to you, how can it be clear to the Supplier?**

# Building trust of stakeholders

## Shall, should, will

- 'shall' and 'must' is used where it's MANDATORY that the requirement is met
- 'should' is used in instances where it's DESIRABLE that the requirement is met
- 'will' is used in instances where there's a statement of intent

### Example:

- 1.1.1 The Supplier ~~will shall~~ develop a detailed Schedule in [brand name] software version xx.
- 1.1.2 This Schedule ~~should shall~~ be fully costed and resourced.
- 1.1.3 The Buyer ~~must will~~ provide training on the use of the [brand name] System to the Supplier.

## Challenging the Specification

Comment on how each extract from a specification, below, could be improved from a buying point of view.

1. The supplier shall provide a high quality service regarding implementation of the systems software including project management, installation, training and full responsibility of any data conversion. A member of the Authority's project team will be allocated to oversee the overall project.
2. During implementation the authority require that there is minimum disruption to working practice. Suppliers shall advise of the nature and extent of any potential disruption during the system installation.
3. The system shall including costing methods for the cost of each item issued; this to include the costs of raw materials purchased.
4. The life span of the system shall be at least 7 years.
5. The system shall have the ability to export financial electronically to the Authority's financial management system.

# Challenging the Specification

1. A monthly report will be issued
2. Key personnel shall not be changed without the approval of the authority
3. The supplier shall suitably test the software prior to installation
4. The Authority requires continual improvement, and the supplier shall use his reasonable endeavours to achieve this.

# No supplier claims : What are the important things an organisation needs from you to make this work?

#	What?	How?
1.	Audit and evidence current practice	Attention to detail
2.	Enhance soft skills	Communication, Negotiation
3.	Swiftly deal with contractual non-compliance	Problem solving
4.	Jointly evaluate risks and develop mitigation strategies	Collaboration
5.	Establish relationships at all levels in suppliers	Relationship building
6.	Engage and involve in-house stakeholders	Stakeholder management
7.	Deliver joint business benefits	Strategic thinking



# Practice?



You are in a Negotiation representing a buying organisation today.

Following are 10 statements made in various meetings by suppliers' representatives.

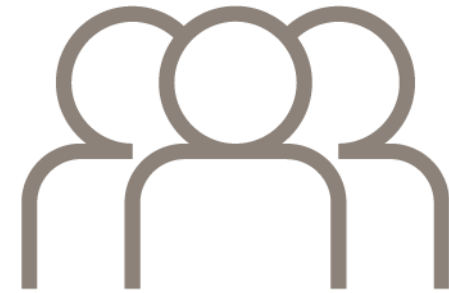
What is your response to each point?

*Note: The nature of the product or service is not relevant to your response.*



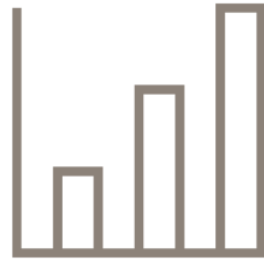
**“We’ve no choice but to withdraw our offer”**

**“We’ve been told that we’re the lowest price and well within your budget”**



**“It’s our policy not to disclose our costs”**

**“Thank you for the points you have made.  
I will take them away for consideration.”**



**“Well, what percentage discount do  
you want?”**

**“You’ve rejected our offer and we badly need the  
business – would a 30% discount settle it?”**

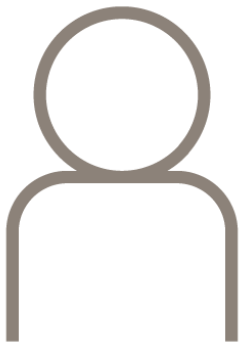


**“It’s pointless asking us to reduce the price  
– we’ve submitted our best offer”**



**“No, I've checked and that [a piece of out-of-scope work] is a piece of out-of-scope work.”**

**“Our limit of liability will have to be restricted to the value of the contract!”**



**“I've made a personal mistake and it would be very embarrassing to have to tell my MD that I didn't have the authority to offer or authorise that 10% discount. I'll have to remove it now.”**

## Cicero & Hofstede



"If you wish to persuade me you must think my thoughts, feel my feelings and speak my words"

- Cicero

<https://geerthofstede.com/country-comparison-graphs/>

"culture is defined as the collective mental programming of the human mind which distinguishes one group of people from another"

# Invaluable Skills?



1. Fisher & Ury
2. CIPS Knowledge
3. Bag carrier
4. Ask colleagues for help
5. Practice!

**courage**  
**planning**  
**empathy** **management**  
**responding**  
**balance**  
**timeing** **closing** **listening**  
**communication**  
**persuasion**  
**attentiveness** **power**  
**analysing**  
**flexibility** **questioning**

Thank You

and please do connect on LinkedIn  
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# About RESKIND

Founded in 2019, RESKIND, led by two AECOM procurement alumni, crafting sustainability into the DNA of procurement for corporate, NGOs, and public bodies, worldwide.

**Our mission:** align procurement with sustainable growth and positive impact.

RESKIND On-Demand Solutions and Services:

1. Strategic Review & Governance
2. Performance Delivery & Transition
3. Project Support, Embedding Sustainability
4. Learning & Development
5. Service Innovation & Process Re-Engineering

Explore more at [www.RESKIND.com](http://www.RESKIND.com).





# Next Steps

Clients and partners turn to RESKIND for its distinctive advisory approach.

They benefit from straightforward solutions that blend global sustainable procurement expertise with regulatory and commercial understanding.

The collaborative ethos at the core of RESKIND's services is highly valued.

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sustainability  
through  
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