
THE NEGOTIATION CULTURE INDEX



A HOLISTIC MEASURE OF
YOUR ORGANIZATION'S
NEGOTIATION CULTURE

OVERVIEW

Excellence in the discipline of negotiation throughout a business is a critical factor in the effectiveness of its commercial performance. High-performing organizations recognize the importance of investing in the development of negotiation skills and behaviors in every area of their operations.

The path to leveraging negotiation excellence for commercial success starts with an understanding of current performance. The Gap Partnership's Negotiation Culture Index (NCI) is a powerful diagnostic tool that allows organizations to review their negotiation capability, infrastructure and foundation. It provides a three-dimensional analysis of their overall negotiation maturity. Its output can be used as a blueprint for continuous commercial improvement.

AREAS OF ANALYSIS

The NCI analyzes three core segments that make up a company's negotiation culture – *People*, *Process* and *Organization* - and drills down into each of these areas to provide a holistic view of performance.

People covers experience, mindset and skills; *Process* splits into process and tools, data and systems and risk and power; and *Organization* is comprised of alignment, communication and engagement.

METHODOLOGY

Quantitative data is collected on each of the areas through an in-depth survey. Appropriate individuals are identified within the organization to complete the survey. They remain anonymous to ensure authentic and robust feedback.

FOR MORE INFORMATION please contact us via thegappartnership.com

KEY FEATURES

- ✓ Survey is tailored to specific client brief that takes into account sector, geography, pre-agreed areas of focus, and desired outcomes
- ✓ Number and profiles of survey respondents flex to provide optimal response to organizational brief
- ✓ Survey design combines simplicity with rigor and has respondents rank a series of structured questions on a sliding scale
- ✓ Detailed descriptions at either end of the scale give context and guidance to ensure accurate responses
- ✓ Ongoing support to organization's sponsor provided during survey duration with regular update reports, completion statistics and emerging focus areas

THE OUTPUT

A comprehensive report reviews the findings and outcomes of the survey and provides comparative analysis by geography, work level and function. In addition, it highlights the results achieved in aggregate score, core segment and individual element, and shows how they benchmark against both the market average and the scores of top performing companies. This analysis is used to help prioritize next steps and recommended actions.

THE NEGOTIATION CULTURE INDEX IS FOR YOU IF...

You want a holistic analysis of your organization's negotiation competencies.

You wish to drive your organization's negotiation maturity and improve commercial outcomes.

You are interested in learning about the actions you can take to instill a high-performing negotiation culture in your organization.