

Duration 3 Days

TC1127

## OVERVIEW



Successful vendor relationships are based on many interpersonal skills such as **established communications, win-win negotiations and flexibility in dealing with conflict.**

Additional considerations are needed for scenarios whereby the business function is performed at the vendor site, or is offshore invoking cultural issues and time difference challenges.

This course offers a systematic approach to assist participants by following a vendor management framework. It contains the techniques used to establish more successful partnering relationships with vendors who are capable of fulfilling the requirements and have compatibility with the organisation.

## WORKSHOP OBJECTIVES

- A step-by-step approach to establishing vendor relations
- Understand techniques used for developing relationships
- Understand procurement documents and selecting the appropriate type
- Build rapport with stakeholders and maintain customer-vendor relationships
- Identify and avoid vendor ploys, tactics, games and strategies
- Understand contracts and select the correct contract type
- Clearly understand the negotiation process
- Communicate with vendors clearly and directly using an underlying 'win-win' philosophy
- Manage conflict in contract administration processes to resolve disputes
- Manage critical situations with vendors

## TARGET AUDIENCE

This workshop is designed for:

- Functional Managers
- Project Managers
- Managers and Team Leaders involved in managing vendors

## DELIVERY

All workshops may be conducted onsite or at our premises, with experienced facilitators providing group and/or individual instruction. Training is provided through hands-on learning, relevant exercises and the provision of a participant handbook containing training materials.

Our participants are also entitled to complementary telephone consultation/advice within 60 days of workshop completion.

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## ASSESSMENT/ASSIGNMENTS

Assessment of competence is established by observation of contribution and participation during case study exercises and group discussion. Follow-up assignments are not part of this workshop offering, but may be designed and conducted upon request.

## 21 PROFESSIONAL DEVELOPMENT UNITS (PDUs) AWARDED

Participants who have been awarded the Project Management Professional Certification (PMP®) by the Project Management Institute are eligible to earn 21 PDUs for their participation in this workshop.



PM-Partners are a Global PMI (Project Management Institute) Registered Education Provider.

## CORPORATE BENEFITS

- Our training allows organisations to have a more **consistent approach to vendor management**
- Improved **efficiencies of vendor management teams** based on vendor management techniques and tools
- **Improved and functional relationships** of Project Manager and vendors
- **Enhanced capabilities of Project Managers**, particularly within the vendor management sphere

## INDIVIDUAL BENEFITS

- The training helps participants **to organise process** throughout the vendor management component of a project
- **Identify and quantify the factors** that help define the most suitable vendor
- **Determine the most suitable procurement documents** to source suppliers and the correct contract type
- **Build rapport and mutually cooperative relationships** with suppliers for win-win outcomes
- **Track vendor performance and control variations** in order to accomplish the contractual objectives
- Participants will be provided with **tools, templates and guidelines** for immediate use back in the workplace

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## COURSE MODULES AND LEARNING OUTCOMES

- **Introduction To Vendor Management**
  - What is vendor management?
  - Vendor management success criteria
  - Introduction to the vendor management framework
  - The vendor management framework within the project lifecycle
  - Vendor management structure, roles and responsibilities
  - Contract terminology
  
- **Building a Team Environment With The Vendor**
  - Behavioural interviewing for team selection
  - Ensuring team balance
  - Typical phases in team development and the role of the Vendor Manager
  - Working with behavioural and communication styles
  
- **Building Rapport With Vendors**
  - Taking the time to actively listen
  - Tips and tricks for maintaining interest – yours and theirs
  - Asking the right questions, the right way, and getting them answered
  - Decoding and using body language
  - Avoiding 'over-reading' pitfalls
  
- **Effective Communication Skills In Vendor Management**
  - Active listening
  - Empathy
  - Questioning techniques and skills
  - Building rapport with stakeholders
  - What is a stakeholder?
  - Why do stakeholders matter?
  - Types of stakeholders
  - Stakeholder engagement and benefits
  - Stakeholder analysis
  
- **Assertiveness**
  - The differences between passive, aggressive and assertive behaviour
  - Using assertiveness in communication
  - Using assertiveness in negotiation and difficult situations

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- **Vendor Negotiation Skills**
  - What is negotiation?
  - Types of negotiation
  - Planning your negotiation
  - Managing and maintaining control of the negotiation
  - The negotiation process
  - Negotiating with difficult people
  - Barriers and how to overcome them
  
- **Problem Solving Versus Decision Making**
  
- **Contract Administration**
  - Kick-off meeting
  - Performance plan:
  - Metrics tracking
  - Reporting
  - Escalation
  - Managing variations and claims
  - Disputes resolution
  
- **Conflict Management**
  - Managing conflict in a project environment
  - Managing performance issues
  - How to give praise and criticism
  
- **Managing The Critical Situations With Vendors**
  - Defining the problem
  - Analysing the solution
  - Broadening perspectives
  - Balancing priority and obligation
  - Developing and managing the resolution plan
  - Managing communications
  
- **Conclusion**