

Managing Vendor Partnerships

Course Length: 2 days

Overview: **From Managing Employees to Managing Vendor Relationships.**

Because of the evolution in the global business economy, organisations are leveraging outside services more and more. These vendor services can provide added value through increased quality, lower costs, improved customer service, or implementation of best practices.

Increasingly managers' roles are changing from one of selecting and managing employees, to one of selecting and managing supplier relationships. The organisation's employees are also coping with a change in the roles and the relationships with their internal clients. If these relationships are not effectively managed, organisations risk their reputation by missing deadlines, incurring higher than expected costs while receiving lower than expected quality, and lower staff morale.

This two-day interactive workshop provides a holistic approach to vendor management that enables organisations to more effectively work with their service providers and their own staff to create long term value and increase ROI from each of their vendor relationships.

Skills Gained: **At this workshop you will learn how to:**

- Move from contract management to relationship management with your vendors
- Transition from managing employees to managing the relationship
- Understand and differentiate between the goals and objectives of the organisation and those of the vendor
- Leverage process management techniques to provide a foundation for managing vendor partnerships
- Create balanced process performance metrics
- Utilise change management to transition employees to new roles
- Recognise a range of cultural differences between the organisation and the vendor
- Gain additional value from other corporate departments
- Be proactive in shaping a positive relationship and in recognising when the partnership is in trouble
- Evaluate several options for governance structures
- Prepare for the end of the contract
- Improve vendor selection, contract development, and negotiation processes

Key Topics:

- Paradigm/Mindset Shift
- Three Types of Vendor Partnerships
- Understanding Vendors
- Caution: Trouble Spots
- Managing Vendor Partnerships Model
- Process Management
- Implement the Working Relationship
- Techniques that Strengthen or Weaken the Relationship
- Leading Change
- Vendor Governance Models
- New Roles and Skills
- Performance Measurement
- Negative Tactics
- Planning for End of Contract
- Before Awarding the Next Contract
- Individual Assessment and Action Planning

Target Audience: Anyone in IT who is involved with managing vendor relationships in the workplace.

Prerequisites: None