



## **Workshop on Managing Relationships in Contracting and Procurement**

March 18 – 22, 2024, 1<sup>st</sup> Run: Lagos & Port Harcourt

October 28 – Nov. 1, 2023, 2<sup>nd</sup> Run, Lagos & Abuja

For Tutor -Led Class: 9am – 4:30pm

**Workshop fee:** N250, 000 per Participant

For online: Delivery via Zoom

**Online course fee:** N200, 000 per Participant

**Available for In-plant Training**

**500 USD for foreign  
Participants**

### **Program overview:**

This program is designed for category managers, sourcing advisors and contract managers who are responsible for managing strategic contracts and/or strategic suppliers. The focus is upon ensuring strong relationships and changing the status quo to deliver better value. This focuses upon designing, mobilizing and managing structured improvement programs for strategic suppliers and contractors.

### **For Whom:**

Contract Managers, officers, category managers and sourcing advisors who are responsible for managing strategic contracts and/or strategic suppliers, who have good work experience in contract management, and are familiar with contract management tools and techniques.

### **Learning Objectives:**

At the end of the program, participants will be able to;

- design effective interactions with strategic suppliers, focusing effort in proportion to risk, value and complexity;
- engage with and motivate suppliers to align with structured improvement programs;
- design and implement an appropriate ‘dashboard’ of metrics and key performance indicators;
- align suppliers to work cooperatively on joint projects with shared goals;
- manage contract outcomes to meet expectations or forecast benefits; and
- apply influencing skills to build strategic suppliers and contractors relationships with shared goals.

### **Course Outline:**

#### **Day 1 Module 1: Segmenting supplier relationships**

- Value risk approach and using the value risk matrix
- Developing a portfolio of supplier relationships
- Deconstructing elements of supplier relationships
- Understanding the context, environment and balance of power between the parties
- Differentiating behaviour for strategic relationships

### **Day 1 Module 2: Developing joint improvement programs with suppliers**

- Opportunity analysis; how much by when
- Building support and aligning stakeholders
- Planning the program

### **Day 2 Module 1: Getting 'buy in' from the supplier**

- Profiling stakeholders and engaging at the right level
- Pitching the benefits and answering the 'WIIFM' question
- Mobilizing a pilot program
- **Day 2 Module 2: Linking improvement to contract goals**
- Categorizing anticipated benefits
- Building a contract performance dashboard
- Securing supplier participation

### **Day 3 Module 1: Setting realistic targets for improvement**

- Base-lining the 'status quo' and current performance
- Setting realistic targets for improvement and developing KPIs
- Assigning accountability for performance
- **Day 3 Module 2: Sample client-led strategies**
- Reducing total cost
- Improving capability
- Developing competition

### **Day 4: Module 1: Support in improvement**

- Clarifying who is responsible for what: RACI charts
- Root cause analysis, affinity mapping and brainstorming
- The role of feedback in motivating performance
- **Day 4: Module 2: Managing performance and providing feedback**
- Pre-meeting actions
- Giving and receiving feedback – conducting performance reviews

### **Day 5 Module 1: Dealing with poor or non-performance**

- Escalation processes and conflict resolution
- Commercial and contractual remedies
- **Day 5 Module 2: Importance of considering impact/risk and cost to transition to new supplier**
- Course review and action plan development

### **Training Methodology**

Lectures, discussions, exercises, and case studies will be used to reinforce these teachings/learning methods. Our facilitators are seasoned industry experts with years of experience, working as professional and trainers in these fields.

#### **LOCATIONS**

1 - HCA Learning Centre. Acme House 2nd Floor, 23, Acme Road, Ogba, Industrial Scheme, Ikeja, Lagos, Nigeria

2 - Green-Minds Hotel, Plot 764, Cadastral Zone B05, E. Ekukinam Street, Utako District, Abuja

3 – Pakiri hotel Ltd., 4 Okwuruola Street, off Stadium Road, Rumuola, Port Harcourt, Rivers State.

**Open Course Fee: N250, 000**  
In-plant Fee Negotiable

#### **WORKSHOP FEE:**

**N250, 000 per participant, VAT –N18, 750**

Note: this covers Workshop Fee, Tea/coffee break, Lunch, course materials and certificate of attendance.

Payment should be made into our Accounts:

Account Name: Human Capital Associates Global Consult Ltd.

Union Bank of Nig. PLC: Account No: 0097961537

First Bank of Nig. PLC: Account No: 2033683960

Keystone Bank Ltd.: Account No: 1007150325

**For Booking / Enquiry, Call: 234-8051365946, 234-7087578814**  
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**& 234-9112830607**