

Effective Contract Management

Aim

The aim of this programme is to enhance delegates' skills and confidence to avoid pitfalls in contract management and to get the best from your project through a mix of presentations and sharing experiences with other contract managers

Methodology

The training approach to be used, which governs the design and delivery of the training, is based on the following principles:

- To actively involve the participants throughout the training
- To draw on up to date and relevant issues and case studies
- To enable participants to share their thoughts and enquiries
- The training is designed based on the needs and expectations of the participants that are reflected in the pre-training questionnaire

Workshop methods and tools

In order to achieve the objectives of the training, the following tools and methods will be utilised:

- **Presentations:** presentations will be used in order to provide the background of each subject and create discussion and questions. The presenters will bring extensive real life experience of contract management enabling them to highlight pitfalls that others have experienced as well as examples of good practice.
- **Discussions:** throughout the training, participants will be encouraged to contribute to discussions and share their experiences and thoughts with the rest of the group. The discussions will be facilitated and coordinated by the facilitator in order to maintain the focus in the key areas of interest
- **Case studies:** case studies will be used so as to facilitate and trigger discussion, as well as allowing opportunities for comparisons with other projects. The training will include the opportunity to complete a unique contract management health check which will enable you to score the effectiveness of your contract management arrangements.
- **Group work:** group work will be used in order to facilitate practical understanding of the issues and in order to enhance team working, team building and cooperation amongst participants

Sample Programme:

Effective contract management in the post Carillion era

Agenda

09.15 Introductions and Welcome

09.30 Why contract management is so important

- The importance of effective contract management to service delivery and value for money
- The role relationships play in good contract management
- Issues delegates find challenging in their contract oversight

10.00 How the failure of Carillion creates a need for a new approach

- Lessons from the failure of Carillion
- Ultimate risk lies with the public sector
- The need for more proactive monitoring of suppliers
- Issues that need to be considered in supplier management

Break

11.15 Contract management health check

The opportunity to score the effectiveness of your contract management using a unique health check developed specially for this course. How well will you score?

11.45 Learning from others

- Case Studies: showing different contract management approaches that were used

12.20 Group exercise

- Take stock of what has been learned and exchange ideas on how this can lead to better contract management

Lunch

13.30 Dealing with change

- Dealing with change is the norm not the exception
- Identifying factors that can lead to change
- How to secure value for money in dealing with change

14.15 Negotiating skills

- Your chance to participate in and review a negotiations exercise of a typical contract management situation. To include discussion of how to develop a successful negotiating strategy..

Break

15.30 Open discussion

- A chance to discuss further issues that have arisen during the day

16.00 Action Planning

- Identifying what the delegates will do to improve their approach to contract management when they return to the workplace

16.30 Concluding remarks and close

