Managing Supplier Relationships

Programme Introduction

- Overview
- Objectives
- Introductions
- Ground rules

Setting Up the Relationship

- The different models of customer/supplier relationships and the implications of each

Selecting a Third Party

- The selection process
- Enabling the participants to deliver their best

Negotiating with Third Parties

- Core negotiation skills
- Verbal and non-verbal communication
- Negotiation strategies and tactics
- Legal implications and principles

Selection and Negotiation Simulation

- Project based simulation including supplier selection and negotiation exercises

Relationship Monitoring

- Monitoring the relationship
- Picking up on the signals
- Monitoring versus control
- Managing the supplier as part of the virtual team

Getting the Relationship Back on Track

- Reacting versus anticipating
- Breaking bad news
- Taking control
- Handling difficult negotiations

Programme Summary and Close

- Summary of key learnings
- Action planning

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