

Informa Connect

# Academy



## Supplier Relationship Management

This supplier relationship management course will help organisations improve their supplier performance, reduce costs, and mitigate supply chain risk, leading to improved operational efficiency and greater competitive advantage.



This course is a core unit in the Contract Management Professional Certification.



Informa Connect Academy is a World Commerce & Contracting Learning Partner.



Use this course to help fulfil your Continuing Professional Development (CPD) educational requirements to retain your professional status.



Live Digital

**REGISTER NOW**

[www.informaconnect.com/academy](http://www.informaconnect.com/academy)

# Course Information

LIVE ONLINE TRAINING

May 2024

Part 1

7 May

Part 2

8 May

Part 3

9 May

Part 4

10 May

1pm - 5pm AEST

## Key Learning Objectives

- Be able to categorise your suppliers to understand the different relationships
- Know the business-to-business relationship and network from a corporate perspective
- Plan an effective relationship from start to finish – before you've selected any suppliers as well as when they leave
- Determine and track the value of suppliers using the Contract Scorecard
- Have your personal conflict management style profiled and benchmarked, and see how the styles can affect your team and relationships with providers

## Who Will Benefit

This course is for those responsible for supplier relationships, as well as those wanting to develop strategic relationships, including:

- Supplier/vendor relationship managers
- Category managers
- Business, project, and contract managers
- Operations personnel involved with third parties
- Procurement and legal

## About the Course

Supplier relationships are critical to any enterprise that has significant spending with external providers. Leading companies have realised that it is vital to make sure these relationships are managed well – at corporate and interpersonal levels.

Your organisation's brand in the market as a customer of choice accelerates competition and lowers costs. Conversely, having a negative reputation has the opposite effect.

This supplier relationship management course starts at the most strategic level. It shows you how to categorise your suppliers by configuration structures, importance, as well as how they view your organisation. We then explore relationships that span many people over long periods, and gain experience in key tools.

During our next challenge in the course, we determine how to measure the success of your supplier relationships using the Contract Scorecard. It is not enough just to have a good relationship; your organisation must derive value from it.

We then seek to improve your interpersonal relationships, not only with suppliers, but within your organisation as well. As such, our supplier relationship management course will require you to complete a conflict management profile to gain valuable insight into your values and behaviours. We take that further and engage in a problem-solving exercise where your strengths (and weaknesses), and those of others in your group, are put to the test.

# Meet Your Course Director



## Dr Sara Cullen

Sara is the Founder and Managing Director of The Cullen Group, a specialist organisation offering consulting, training, and publications regarding commercial agreements. She is also a Fellow at the University of Melbourne and an Associate at the London School of Economics. Previously she was a National Partner at Deloitte in Australia.

Dr. Cullen specialises in the design, negotiation, and management of commercial agreements. She has consulted to 149 commercial and government sector organisations, spanning 51 countries, in comprising \$18 billion in contract value. She has facilitated contracts in a large variety of organisational areas including call centres, claims mgmt, construction, facilities mgmt, finance, food services, HR, logistics, IT, maintenance, recreational services, sales, and security. She has designed partnering arrangements, franchise-type agreements, shared risk/reward structures and incentive programs as well as traditional arrangements.



*"Whole new ways of doing contracts, working with people and negotiation skills. Sara has worldly knowledge, enjoyable stories, excellent delivery and practical experience."*

**Program Manager, Advisory and Ecosystems, LCMA**

## Course Outline

### INTRODUCTION AND BASELINE OF YOUR SRM CHALLENGES

#### CATEGORISING SUPPLIERS

- Outside vs. inside spend
- By grouping configuration

#### DETERMINING RELATIVE IMPORTANCE

- Their importance to you
- Your importance to them

#### RELATIONSHIP REACH

- Over time: the contract lifecycle
- Many-to-many: the networks

#### GOVERNANCE CHARTER

- Key elements of the interparty management agreement
- Interparty roles and accountabilities

#### SCORECARDING SUPPLIERS

- The Contract Scorecard
- Supplier evaluation reporting

#### RELATIONSHIP DESIGN

- Relationship quadrant and KPIs

#### INTERPERSONAL RELATIONSHIPS

- Contract Management Profile styles – your style, and global benchmarks

#### MANAGING CONFLICT AND DIFFICULT CONVERSATIONS

- Alternative dispute resolution (arbitration, mediation, and independent expert) – how it really works
- Your conflict management style
- Conflict styles in action
- Plan a constructive solution
- CMP test

# THE CMP CERTIFICATION FRAMEWORK

The CMP provides a robust method of up-skilling and recognising an individual's expertise and experience in contract management and procurement. Our combination of in-class teaching, facilitation, knowledge based testing and workplace evidence based examinations has been carefully crafted to not only teach knowledge and skills, but to also demonstrate how individuals can apply their knowledge to work based situations. This Certification is recognised by IIBT and World Commerce & Contracting.

Contact us to see how we can help you: Visit [www.informaconnect.com/academy](http://www.informaconnect.com/academy), email [training@informa.com.au](mailto:training@informa.com.au) or phone +61 (2) 9080 4399.



Informa Connect Academy is a Learning Partner of the World Commerce & Contracting which is a not for profit association and the only global body promoting standards and raising capabilities in commercial practice.

## ABOUT IIBT



The International Institute of Business & Technology Aust (IIBT) is a highly respected, Government approved, Australian provider of higher education and VET programs. Their suite of programs includes a University level **Diploma of Business Administration**, equivalent to the first year of a business

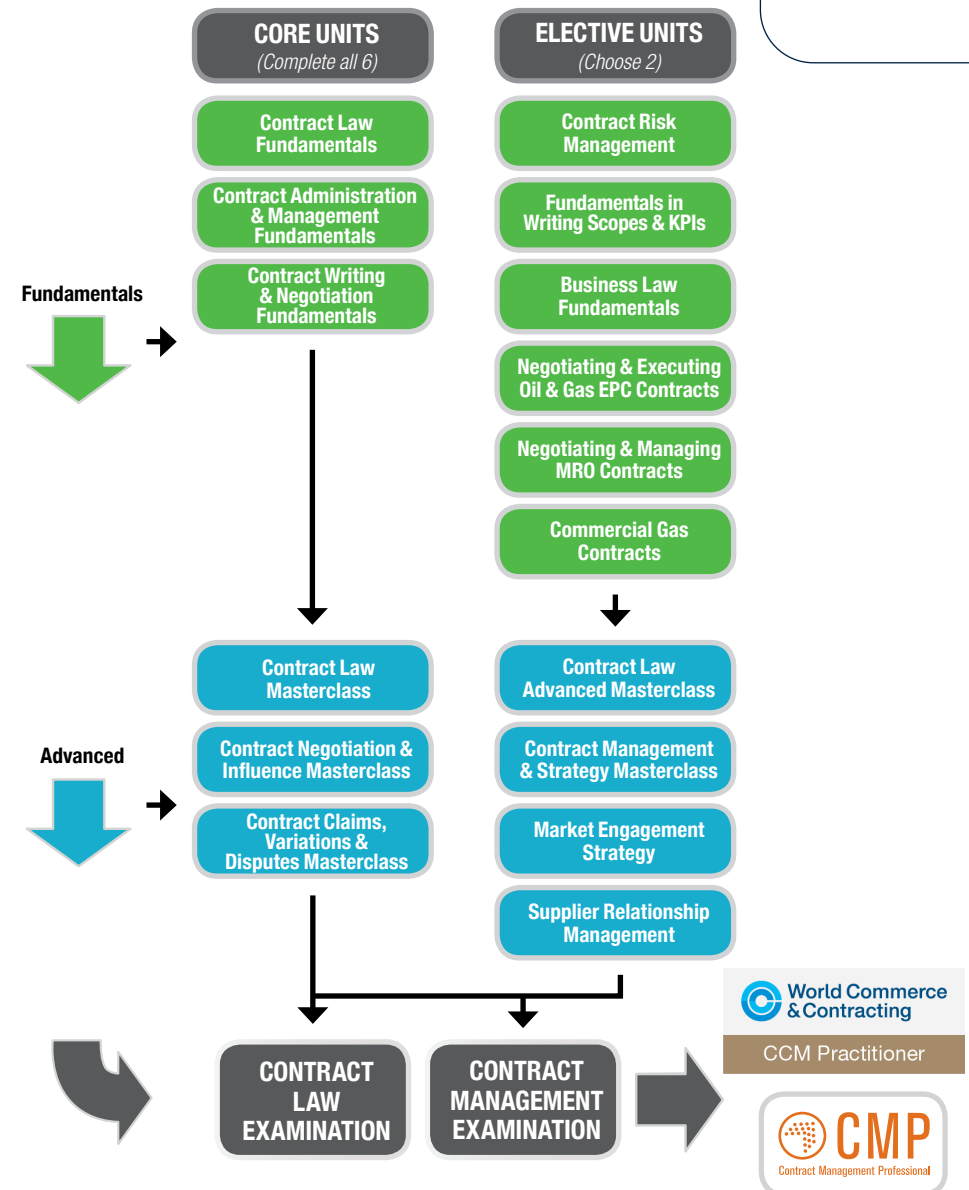
related undergraduate degree at Australian Universities. [www.iibt.wa.edu.au](http://www.iibt.wa.edu.au)

## THE IIBT / INFORMA CONNECT ACADEMY ALLIANCE

IIBT and Informa Connect Academy joined together to provide a pathway for those who complete Informa's CMP at the Master level. All CMP Masters will receive Recognised Prior Learning (RPL): 2 units of credit in the 12 month, Higher Education, University level Diploma of Business Administration.

- Business Law (BL101)
- Management in Organisations (MGT101)

**\*This is a Higher Education Diploma equivalent to first year university NOT a Vocational Education Diploma.**



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## Easy Ways to Register



[www.informaconnect.com/academy](http://www.informaconnect.com/academy)



+61 (02) 9080 4399



[training@informa.com.au](mailto:training@informa.com.au)

## Supplier Relationship Management

Course Code	Location/ Format	Course Parts	Course Dates	Standard Price		<b>Great Savings:</b> When you book <b>4 or more</b> participants! <b>Call us</b> today on <b>+61 (2) 9080 4399</b> or email <b>training@informa.com.au</b> to take advantage of the discount offer.
P24GL45AUV	Live Digital	All 4 Parts	7 - 10 May 2024	\$2,495 + \$249.50 GST	<b>\$2,744.50</b>	

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## ABOUT INFORMA CONNECT ACADEMY

**Informa Connect**

# Academy

**Informa Connect Academy** is a premier provider of global education and training solutions that caters to a diverse range of professionals, industries, and educational partners. We are dedicated to promoting lifelong learning and are committed to offering learners expert guidance, training, and resources to help them stay competitive in a rapidly changing world.

Our comprehensive range of courses and programmes are tailored to meet the needs of all professionals, from aspiring specialists to seasoned experts. We partner with elite academic organisations and industry leaders with unmatched expertise in their respective fields to deliver an exceptional learning experience.

## ON-SITE & CUSTOMISED TRAINING

**Informa Connect Academy** has a long-standing track record of delivering very successful customised learning solutions achieving real and measurable value for our clients through our senior training consultants. If you have 8+ interested people, an on-site course can be the ideal solution – giving you the opportunity to customise our course content to your specific training needs, as well as attracting significant savings compared to public course costs.

## WHY CHOOSE ON-SITE WITH INFORMA CONNECT ACADEMY?

- 1. Custom design** – Together, we will identify the best blended learning solution for your culture, your people and your training objectives.
- 2. Quality assured** – We design market-leading training programs, concepts and methodologies, with a 400+ course portfolio. Our rigorously selected 900+ instructor faculty are recognised experts in their field. Quality of their content and delivery methods is assured through continuous monitoring and evolution.
- 3. On-site training** is a cost effective way to train your people and achieve your defined outcomes.

Speak with **Sushil Kunwar** on **+61 (2) 9080 4370** to discuss your customised learning solution, or email [inhouse@informa.com.au](mailto:inhouse@informa.com.au)



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