

Vendor Management

Maintaining and Leveraging the Vendor Relationship

Plan of action

Vendors feed your organisational needs. Your supply chain should be seamless and cost efficient. Some of your vendors are loyal and will always make sure you get a fair deal. Other vendors are like smiling assassins. They are smiling with their teeth but they have only one customer in mind “themselves”.

Designed by an organisational psychologist, this course will help participants discover ways to improve the vendor relationship. Participants will also be encouraged to search for improvements and efficiencies in your supply chain.

Case Study

One popular case study is managing the “copier vendor”. Discover the tactics that the copier sales people use to drive up your prices. Your organisation has huge bargaining power up until you sign the contract. Once that contract is signed then you are bound by the terms and conditions. So in this interactive session, participants practice principled negotiation skills to take advantage of your bargaining power. Have you ever noticed how quickly the copier salesperson disappears after the contract is signed? Your new contact ensures contract adherence with no rapport.

Key Learning Outcomes

At the conclusion of this program participants will be able to:

- Map your bargaining power with vendors
- Indicate ways to transfer accountability to the vendor rather than shouldering the burden alone
- Discuss the games vendors play to jack up pricing
- Use the GROW model to structure critical conversations with vendors and seek feedback
- Discuss how organisations today compete through “value chains”
- Identify the tricks and gambits the master negotiators play and how to disarm them.
- Select the vendors that add value to your organisation
- Deal with difficult vendors
- Discuss how large organisations drive vendor prices down (not up) in negotiations
- Prepare for an upcoming crucial conversation with a vendor
- Discuss the role of terms and conditions (who benefits?)
- Classify vendors along levels of loyalty to you
- Discuss the impact of taking shortcuts on contract terms
- Review the most common error after reaching agreement with vendors

Would you like to attend this program?

- Ideal group size 4 - 10 participants
- Cost Price on request

If you would like more information on this training program, please contact:

Preferred Training Networks on 03 9810 1500

Email Deborah ddear@preftrain.com.au or visit our website today

www.preftrain.com.au