



# VENDOR MANAGEMENT SKILLS TRAINING COURSE

"The bitterness of poor quality remains long after the sweetness of low price is forgotten" - Benjamin Franklin

Vendor Management Skills is an essential training course for all professionals. This program will help you understand the roles and responsibilities of a vendor manager, including the activities and decision-making needed to maintain successful vendor relationships. You will also learn about the common challenges and strategies for addressing them in your own environment. Finally, you will explore the latest trends in managing vendors from both a tactical and strategic perspective. By the end of this course, you will have the skills to successfully manage all aspects of vendor relations, from onboarding to negotiation, contractual risk, and review. Take the lead in developing and implementing effective vendor management practices!

## Key Course Content:

- 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
- 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?)



## Target Audience:

The course can be tailored for the specific cohort whether it be the leadership team, another group of managers/team leaders or employees.



## Duration:

This course is available as a 1-day course or a truncated half-day course.



## Delivery:

This course can be delivered both in-person or virtually. For virtual delivery, we can use our virtual platforms or your organisations.



## Group Size:

We recommend a group size of 4-10 people.