



## Contract Management

Improve the performance and confidence of staff directly involved in managing supplier contracts with our Contract Management training course.

This 2-day course provides a detailed understanding of the contract management lifecycle and how to establish a robust contract management process. It includes interactive workshops around topics such as 'risk management', 'the contract management lifecycle' and 'performance management', to enable students to put ideas into practice.

Upon completion of the course delegates will have an insight into best-practice management tools, techniques and approaches to performance and relationship management, enabling them to help optimise the value of external contracts.

### COURSE DURATION

2 days

### CPD

Equivalent to 14 hours

### COURSE PRICE

From £945 + VAT

### DATES & VENUES

[View dates & venues](#)

### CERTIFICATES

All delegates will receive a certificate on completion.

## Who should attend?

This course is suitable for individuals managing the performance of supplier contracts, including:

- managers responsible for supporting contract management staff (operations and procurement)
- supplier personnel who manage contract delivery with their customers
- those in procurement requiring a detailed insight into contract performance management
- anyone with responsibility for contract management within their wider role

## Key topics

Topics covered on the course include:

- role of the contract manager
- structuring the contract management process to optimise contract performance
- the contract management lifecycle
- structure of the legal contract and practical implications for contract managers
- role of risk management in managing supplier contracts and business continuity
- contract performance management tools and techniques, including key performance indicators (KPIs) and service-level agreements (SLAs)
- contract Healthcheck and SWOT analysis
- performance management and continuous improvement
- application of supply chain management and process improvement principles to deliver contract objectives
- effective supplier and stakeholder relationship management
- problem-solving tools and techniques
- the Contract Management Framework (CMF)
- Contract Scorecards
- benchmarking, performance reviews and dispute resolution
- managing under-performance and contractual issues effectively
- supplier performance review meetings
- common contract clauses

## Skills gained

On completion of this course, delegates will be able to confidently:

- explain their role and the role of others in managing supplier contracts
- structure their approach to managing contracts and negotiate with suppliers
- manage and facilitate improved contract performance through sound procedures and motivation of supplier personnel
- manage supplier performance making effective use of review meetings and other approaches
- make a professional impact in their relationships with suppliers and other stakeholders
- provide input to and utilise the written contract in their management of contracts
- deliver tangible improvements and benefits from their supply contracts

## In-company training

Ideal for groups, you can receive this course exclusively for your organisation at your premises or online in our user-friendly Virtual Classroom.

Enjoy cost-effective flexibility and personalised learning with tailored messaging designed to address your unique business challenges.

[Contact us for a quote.](#)



Participants will also receive a Certificate of Completion, which will serve as a testament to their commitment to professional development and their new knowledge and skills in improving contract performance.

## Course agenda

Our training courses are designed to optimise the learning experience for delegates both in face-to-face settings and in our Virtual Classroom.

Under the guidance of our expert tutors, attendees will follow an agenda which is briefly outlined below:

- Welcome and Introductions
- Module 1 Introduction to Contract Management
- Module 2 Successful Contracts
- Module 3 The Contract Management Lifecycle
- Activity 1 Contract Lifecycle Stage Objectives & Risks
- Module 3.1 Governance, Policy and Planning
- Module 3.2 Risk Management
- Activity 2 Contract Lifecycle Stage Risks
- Module 3.3 Process, Systems & Administration
- Module 4 Contract Lifecycle Stage Activities
- Activity 3 Contract Lifecycle Stage Activities
- Module 5 The Contract
- Activity 4 Contract Lifecycle Stage Activities – Option 1
- Activity 5 Contract Lifecycle Stage Activities – Option 2
- Module 6 Introduction – Contract Relationship Management
- Activity 6 Illusions – Reality or Perception
- Activity 7 Contract Relationship Management
- Module 7 My Contract Health Check
- Activity 8 My Contract Health Check
- Module 8 Performance Management
- Module 8.1 Contract Performance Management: Tools and Techniques
- Activity 9 Balanced Performance Measures
- Module 8.2 Target Setting Guidelines
- Module 8.3 Managing Under-Performance and Other Contractual Issues Effectively
- Activity 10 Managing Under-Performance and Other Contractual Issues Effectively
- Module 9 Managing Contract Stakeholders
- Module 9.1 Negotiation
- Activity 11 Negotiation Profile
- Module 9.2 Conflict Management
- Activity 12 Conflict Modes
- Review & Close

The tutor was very engaging, his enthusiasm was fantastic. He broke things down in an excellent way when explaining different logics/models. The handout book provided is fantastic.

**British Gas Services Ltd**

Outstanding tutor, knew exactly how to get everybody engaged in the subject, which prompted very interesting discussions and gave us the knowledge of how we can apply the course content to our own individual roles.

**Network Rail**

The tutor was brilliant; personable, approachable, and explained everything with plenty of examples so we all understood everything. One of the best courses I have ever attended. The tutor made it so relatable to our business, which was a massive help.

**Road Chef Motorways**

[Read our Contract Management training course reviews](#)

## Why train with Bywater?

Bywater is the leading independent provider of professional management systems training in the UK.

Our expert training offers practical understanding of how to realise the benefits and assess the success of implementing and operating successful management systems.

Bywater delegates know they can rely on proven training delivered by experts at times and locations to suit their needs.

**40 years** established

**100+** course titles

**15** UK locations

**1000+** courses annually

 Global Virtual Classroom

CQI & IRCA, ISEP, RSS and IOSH approved training provider.



**VIEW DATES & VENUES**

## Booking is easy

Simply select a course date and venue and fill in the online form. View our full range of courses at [www.bywater.co.uk](http://www.bywater.co.uk)

If you have any questions please call us on 0333 123 9001, use our online chat or email [contact@bywater.co.uk](mailto:contact@bywater.co.uk)

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