

International Contract Management

Course Content:

1 Introductions

- Aims and objectives
- Plan for the day

2 Contract management

- An overview of the contracting process, mapping the 'territory'
- International contract and management
- Bidding and its process & Cost benefit analysis
- Evaluation of contract and its risk
- Electronic based processing

3 Contract managers

- Skills • Knowledge • Attributes • Responsibilities

4 Critical success factors

- Defining successful outcomes
- Effective stakeholder engagement
- Creating a shared vision of the outcomes

5 Placing contracts

- How to develop an effective specification and scope of work documents
- How to develop a robust contracting strategy
- Appropriate types of contracts and International Laws

6 Customers and stakeholders

- Customer and stakeholder analysis
- Managing expectations and the 'shared vision' concept to ensure customer co-operation, satisfaction, and delight

7 Working with suppliers

- Creating and developing commercial relationships
- Types of relationship
- How to manage difficult relationships
- Contractor motivational issues
- How to use incentives

8 Negotiation and related skills

- Introduction to key negotiation skills
- Persuading and influencing skills to work with stakeholders to improve outcomes for all

9 Dealing with change

- Claims and variations
- How to challenge contractor claims and requests for variations by making use of contractual terms
- Specifications to prevent false claims

10 Performance improvement

- How to measure and improve contractor performance
- Developing KPI systems
- Using contractual terms and conditions and basic legal principles

11 Contract close

- The importance of effective contract close processes