

Commercial and Contract Management

About the Course

CCM is fast becoming a globally recognized discipline and is poised for rapid growth within both the public and private sector.

The transition to a digital economy creates a need for innovation in commercial policies and contracting practices, which can only be fulfilled through a professional workforce.

Duration: Total 5 Days Program

There are 3 Levels to this Course:

- Practitioner: 2 Days
- Advanced: 2 Days
- Expert: 1 Day

Pre-requisites: None

Attendees: Anyone who would like to have a Know how and Make a Career in this area.

Practitioner TOC:

Practitioner level

1 Initiate

- Commercial and Contract Management Introduction
- Contract Administration
- Requirements Definition
- Cost Benefit Analysis
- Sourcing Options
- Conducting a Terms Audit
- Cost Identification

2 Bid

- RFI, RFP, RFQ
- Responding to Request For Proposals
- Bid Process and Rules
- The Influence of Laws on the Bid Process
- Evaluation Criteria
- Stakeholder Management
- Understanding Markets and Opportunities

3 Develop

- Contract and Relationship Types
- Terms and Conditions Overview
- Partnership, Alliances and Distribution
- Statement of Work / Service Level Agreement Production
- Drafting Guidelines and Considerations
- Other Strategic Considerations

4 Negotiate

- Planning, Overview and Objectives
- Framing, Strategy and Goals
- Styles and Techniques
- Tactics, Tricks and Findings
- Financial Considerations

5 Manage

- Implementation and Communication
- Monitoring and Performance Management
- Contract Change Management
- Dispute Handling and Resolution
- Contract Close Out

Advanced TOC:

Advanced Practitioner level

1 Introductory

- Commercial Excellence

2 Personal

- Leadership and Becoming a Trusted Advisor
- Negotiating, Including Virtual Negotiations
- Customer Relationship Management (CRM)
- Supplier Relationship Management (SRM)
- Cross-Cultural Effectiveness in Trading Relationships
- Interactive Case Study: Negotiation

3 Business acumen

- Top Ten Pitfalls to Avoid in Contracting
- Visualization and Design
- Managing and Mitigating Cost and Risk
- Advanced Financial Considerations
- Simplifying and Streamlining Processes
- Benchmarking
- Government Contracting / Public Procurement
- Third Party Channels
- Ethics, Compliance and Sustainability
- Interactive Case Study: Workgroup Analysis

4 Technical

- Intellectual Property
- Competition and Anti-trust
- Relational and Outcome-based Contracting
- Governance and Standards
- Outsourcing Strategies and Tools
- International Trading
- Drafting Operational Terms
- Industries and Contract Types
- Agile Contracting and Managing Change
- Creating a Contract Management Plan
- Using Technology to Become More Effective
- Interactive Case Study: Complex Relationships

Expert TOC:

Expert level

1 Transforming learning into business value

- The expert program represents a logical extension from the Advanced Practitioner syllabus. It converts theory into action through an active business case. You demonstrate how techniques, strategies and knowledge are applied to achieve approval for the business case.

2 Demonstrating achievement in the expert program

The judging criteria are:

- Your preparation of the business case presentation, including evidence of supporting research.
- Understanding and evidence of stakeholder analysis.
- Demonstration of influencing skills through the quality (behavioral and technical) of your presentation.

Thanks