

The Art & Science of Building Strong Vendor Alliances

COURSE OUTLINE

Leadership Excellence: Essential Skills for Success

- **Solidifying Your Leadership Style**
 - Leadership Styles
 - Leadership Style Assessment
 - Demonstrating Agility in Leadership
- **Elevating Your Professional Presence**
 - Understanding Your Professional Image
 - Transforming Into a Respected Leader
 - Professional Growth & Self Improvement
- **Communicating Effectively**
 - How to Communicate with Confidence
 - Communication Mastery
- **Leading with a Growth Mindset**
 - Impact of Leading with a Growth Mindset
 - Cultivating a Growth Mindset
 - Beyond Positive Thinking
 - A Place for a Fixed Mindset
 - Practical Applications in the Workplace
- **Sharpen Your Perspective: Drive Impact and Innovation**
 - The Power of Perspective
 - Six Thinking Hats
 - Shifting Hats for Greater Impact
- **Effectively Resolving Conflict**
 - Conflict: Resolution Versus Management
 - Types and Levels of Workplace Conflict
 - Constructive and Destructive Conflict
 - Conflict Styles
 - Effectively Preventing, Resolving, or Managing Workplace Conflict

Driving Organizational Success: Effective People Management

- **Influencing Without Authority**
 - Sources of Influence
 - Four Steps to Gaining Support
 - Influencing Tactics

- **Creating and Managing Teams**
 - Establishing Solid and Effective Teams
 - Cross-Functional Vendor Management
- **The Art of Negotiation and Renegotiation**
 - Begin with the End in Mind
 - Negotiation Styles and Thinking
 - Mastering Negotiation
 - Renegotiating the Deal
- **Reset an Existing (Vendor) Relationship**
 - Evaluating the Current State of the Relationship
 - Refine Contractual Terms and Relationship Retrospective
 - Know When to Walk Away

Navigating Processes and Practices with Precision

- **Pre-Selection Process**
 - Setting the Stage
 - Mapping End-to-End Processes for Visibility and Control
- **Managing Contracts and Service Level Agreements**
 - Contract Management
 - Service Level Agreements
 - Performance Level Contracts
- **Managing 3rd Party Risks**
 - Managing Vendor Risk
 - Best Practices for Effective Vendor Due Diligence
- **Managing Implementation Processes**
 - Managing Implementation
 - Managing Change
 - Request for Enhancements
- **Maintaining the Alliance**
 - Management Reports
 - Support Management