

# Winning Collaborations

## Course Outline

### Communicating Effectively and Confidently

- **Communicating with confidence**
  - How to establish your credibility
  - Conversing one-on-one
  - Listening until you really hear
  - Asking the right questions without being intrusive
  - Asking questions so people understand and remember what you say
  - Giving feedback and criticizing without crippling
  - Coaching or giving advice that someone can really use
  - Negotiating so everyone feels like a winner
- **Communication mastery**
  - Different communication styles
  - Working with virtual teams
  - Communicating across cultures
  - High-context vs. low-context
  - Sequential vs. synchronic
  - Affective vs. neutral
  - Communicating as a global leader
  - Culture and communication styles

### The Art of Negotiation

- **Definition of negotiation**
- **Getting ready to negotiate**
  - Knowing your counterpart
- **Styles of negotiation**
  - Creating win-win deals
- **Mastering negotiation**
  - The negotiation
  - We are deadlocked
  - Managing emotions
  - Closing the deal

### Managing 3rd Party Risk

- Introduction
- **Managing Vendor Risk**
  - Identification of Risks
  - Supplier Security Requirements
  - Vendor Fraud
  - Know Your Vendor
  - Establish a Corporate Compliance Program
  - Key Tasks in Effective Vendor Due Diligence
- **Best Practices for Effective Vendor Due Diligence**
  - Technology's Role in a Robust Vendor Due Diligence Program
- **Data Protection – A Work in Progress**
  - Data Protection Measures in the United States
- **Information Security**
  - Purpose
  - General Guidelines for the Protection of Confidential Information
- **Customer Expectations**
  - Software Programming and Development Standards
  - Project Documentation Management Standards
- **Intrusion Detection Standards**
- **Managing 3rd Party Risk**

### Creating a Team

- **Relationship management**
  - Executive steering team
  - Relationship management team
  - Service delivery/implementation team
  - Having a solid and effective team
  - Create your teams
- **Pre-implementation planning**
  - Discovery
  - Gap analysis
  - Process mapping
  - Quality assurance

# Winning Collaborations *Cont'd*

## Vendor Management

- **Service-level agreements (SLA)**
  - Components of a service-level agreement
  - Common SLA metrics
  - Compensation – fees and expenses
  - Duties and responsibilities
  - Security
  - Confidential information
  - Legal compliance and resolution of disputes
- **Performance-level contracts**
  - Key performance indicators and SLA penalties
  - SLA with penalty for failure to achieve example
- **Contract management**
  - General terms and conditions

## Implementation

- **Implementation**
  - Communication plan
  - Resource availability
  - Data integration
  - Plan to phase out legacy systems
  - Risk assessment
  - Information technology capacity
  - Data cleansing and extraction
  - Historical data storage
  - Change management
- **Client advisory boards**
- **Request for enhancements**
  - Critical business issues to address
  - Compliance issue
  - Desire to make the “process simpler”
  - Industry trends change
  - Submitting the request for enhancement
  - Request for enhancement name
  - Enhancement description (What you want to do)

- Request for enhancement business justification (Why you want to do this)
- Areas to consider for enhancement categories in your request
- Areas to consider for enhancement decisions in your request
- Business justification narrative
- Detailed requirements
- Processing alternatives
- Security requirements

## Maintaining the Partnership

- **Management reports**
  - Management report examples
  - Support management
- **Governance structure**
  - Operational governance
- **After go-live**
  - Change management approach
  - Training plans
  - Processes and operational metrics
  - Reporting tools to measure standards
  - Self-service tools
  - Develop metrics for performance
  - Roles and responsibilities in service delivery model
  - Upgrades
  - Transition to go-live implementation
  - Escalation procedures/governance
  - Level 1 – Critical business impact (Production down)
  - Level 2 – Serious business impact (Production degraded)
  - Level 3 – Minor business impact
  - Level 4 – No business impact
  - Level 5 – Enhancement request