

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