

# Commercial & Contract Management Clinic



Today's modern organisations are dependent upon providers. In fact, few could survive without this external resource base. To meet today's challenges, we must manage our contracts and relationships in a professional, collaborative, and strategic way - your organisation's success depends on it.

## *A clinic for contract management leaders*

### About this clinic

This clinic is ideal for those ready to drive contract management to new levels. It is a masterclass for experienced professionals that will help you transcend the traditional, more administrative role that has been the nature of contract management.

*You'll gain the ability to think strategically, to think long-term, to think collaboratively, and to think results.*

Over the three weeks, we'll be exploring and testing out the concepts and tools used by leading organisations throughout the globe. Think of it as a shopping trip for best practice - but only what works in practice, consistently, across many organisations. You'll be shown many examples, have many interactive exercises to try things out for yourself, and be in a supportive and frank environment in which to soundboard current issues and challenges.

### Learning Objectives

- Benchmark your area against the **12 best practices** and chose the practices that will give the best return on investment
- Know where you are on the **power curve** and how to overcome the power game
- Gain modern techniques for **strategically managing** the range of contracts in your portfolio
- Have your **personal contract management style** profiled and benchmarked, and see how the styles affect your team and relationships with providers
- Manage commercial relationships** on an informal (interpersonal) and formal (governance) basis

## Testimonials

*"Excellent contract management course - content, presenter - everything!"*

Chief Procurement & Contract Officer, Massey University

*"Strongly recommend! Great investment of time & money - I had hundreds of "ah ha" moments."*

Contract Owner, Chevron

*"Sara has a fabulous manner that draws out the core issues and misconceptions that I had on contract management. Content and workbooks were excellent!"*

Team Leader, Tauranga City Council

*"Sara was invaluable! Her knowledge and experience were exceptionally informative and the course content and structure has given me a higher level of confidence in my role."*

Contracts Manager, ANZ Bank

*"This course will change your attitude and how you look at things. It gave new perspectives in managing contracts and how to succeed and do things the right way."*

Bids and Contracts Specialist, Survitec Group

*"It's the best course I've done. Sara is very engaging and practical, with challenging questions and enthusiasm."*

Contracts Adviser, Xstrata

*"Even if you think you know everything...you will learn more. Really enjoyed it. Even made law interesting!"*

Contract manager, Dept of Defence

*"If you would like to understand what contract management should look like, this delivers it. Examples and analogies were extremely helpful, relevant, and resonated well."*

Vendor Governance Manager, Commonwealth Bank

## Clinic features

My online clinics are highly interactive with a combination of breakouts, online polls, and work sharing. Capability building is spread out over a period of three weeks to learn *and implement* in bite-sized chunks during the journey.

- Sessions can be in Zoom or MS Teams
- 3x3-hour live courses – one each week
- On call support for the challenges to be achieved each week
- Post clinic quick win/fail fast challenge and 1 hour session.

## Want to know more about?

Contact Sara on +61 (0)416107185 or [scullen@cullengroup.com.au](mailto:scullen@cullengroup.com.au)

## Clinic course outline

### Get focused

**You have limited time and resources to ensure success. This session helps you choose where to focus your effort.**

### Choosing what matters most

- The 12 areas of best practice
- Assessing your organisation

### The contract management strategy

- The contract lifecycle
- The contract management network
- What matters most in the strategy

### How we manage - formal and informal techniques

**Both parties need to manage well if the deal is to succeed. This session dives into the interpersonal challenges and explores efficient and effective formal governance.**

### Formal management – Governance

- Leadership pairs - set clear roles of each party
- Meetings - structure the interaction needed
- Reviews – only what matters and makes a difference
- Variations – managing the three forms

### Informal management - Relationship managing

- The psychological contract
- Your style and what it means for you
- Your organisation's benchmark comparisons
- Team chemistry - working with the other party

### Closing – making a difference tomorrow

## About Dr Sara Cullen

Sara is a global authority having helped over 165 organisations, spanning 51 countries, representing \$18 billion in contracts. She is the author of 19 books and 151 best practice and research publications. Sara has been featured in the Australian Financial Review, Directions in Government, Information Economics, New Accountant, Property Australia, Oxford Handbook, and Strategic Asset Management.



She was a National Partner and Global Thought Leader at Deloitte. Sara now performs research and teaches in addition to running The Cullen Group

Sara has a PhD, a MBA, and BSc. She is a Chartered Accountant (US) and Certified Mediator. She is a Fellow at the University of Melbourne, an Assoc. at the London School of Economics, and is a Fellow at the World Commerce and Contracting association (formerly IACCM).

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