

SUPPLIER RELATIONSHIP MANAGEMENT

LIVE ONLINE CLINIC



Clinic Overview

Supplier relationships are critical to any enterprise that depends on external providers. Leading organisations know that it's vital to manage these relationships well - at both the corporate and interpersonal levels.

The clinic starts at the most strategic level by to categorising your suppliers by mutual importance (how important each party is to the other). This sets up what is possible. We then design the behaviours that one of your key relationships requires, learn how turn these into a scorecard and contract feature, and how make it work in practice.

To kick off implementation, we learn how to influence everyone involved in the relationship. During the three weeks, you'll be observing behaviour gaps in both parties and choosing a quick win to implement for our follow-up session.

Outcomes

1. Categorise your suppliers by the different relationships.
2. See if your relationship is working and what to do about it.
3. Turn one of your relationship into a high performing one with some simple techniques.
4. Get everyone on the same page, wherever their current thinking is.
5. Plan a good relationship from start to finish – even before you've selected any suppliers

Testimonials

"Whole new ways of doing contracts, working with people. Sara has worldly knowledge, enjoyable stories, excellent delivery and practical experience."

Program Manager, LCMA

"Extremely engaging. Provided great insights and gave helpful feedback."

Category Specialist, Commonwealth Bank

"Very, very interesting - particularly the ways to think about supplier grouping and importance criteria."

Vendor Manager, Harvey Norman

"I can apply the buyer/supplier mutual importance and the behaviour scorecard right into my work environment."

Financial Analyst, University of Sydney

"Sara gives clear explanations (speech, power point presentation). Her engagement with the audience is outstanding. Smart. I found particularly useful learning influencing techniques."

Contract Administrator, Transport for NSW



CLINIC COURSE OUTLINE

Mutual importance

What if your supplier is important to you, but you don't feel important to them? This session explains how to determine the importance of each party to the other, cumulating into one of four mutual importance options.

- What makes suppliers important to us
- What makes buyers important to them
- How to manage importance disparity

Mutual behaviours

SRM isn't about having a better master/servant relationship; it's about making into a habit the behavioural conduct that leads to success. Let's turn platitudes on their head and make it real.

- The relationship quadrant of the Contract Scorecard
- The "we" form of behaviour targeting – about people not parties
- Create leadership pairs –key to high performance relationships
- How to identify if it is working and what to do about it

Influencing

SRM happens through people whom we need to convince to change. Sounds impossible, but it isn't!

- Choose your behaviour battle
- Profile the targets – people in both parties
- Meet them where they are - in their knowledge and beliefs and learn the subtle art of influencing

Document the relationship agreement

To ensure SRM in every relationship is future-proof, we do need to detail the "what's and why's". We do this through a simple document.

- The Governance Charter
- Adoption tips for each section

Make it happen

No matter where you are in the lifecycle, SRM leading to high performance begins with quick wins. This session shows how to make that happen.

- Pre-tender
- Post-award

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.

ABOUT DR CULLEN



Dr. Sara Cullen is a global authority having helped over 165 organisations, spanning 51 countries, representing \$18 billion in contracts. She is also leading 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 IACCM (International Assoc for Commercial and Contract Management).

Want to know more?

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