

MODULE 1: Introduction

- Commercial relationships: building a foundation
- The relationship continuum
- Using contracts to document commercial relationships
- Choosing the best tool for the job

MODULE 2: Contract Essentials

Essential Elements of a Contract

- Overview: what is a contract?
- Different types of agreement
- Other business relationships
- Complex and specialized agreements
- Cost, pricing, and payment
- Customer perspective on costs
- Legal considerations
- Negotiation principles
- Overview of the contract management lifecycle

MODULE 3: Initiate

Initiate Phase: Requirements

- The importance of requirements
- Developing effective requirements
- What goes wrong

→ Constructing an RFI or RFP

→ Supplier perspective

MODULE 4: Bid

Bid Phase: Bid and Proposal Management

→ Overview

→ The RFx documents and the buyer perspective

→ Bid and proposal management – the seller perspective

MODULE 5: Develop

Develop Phase: Selecting a Contract Type

→ Preliminary agreements

→ Non-disclosure agreements

→ Letters of Intent

→ Contracts for goods

→ Contracts for services

→ Contracts for the sale of both goods (products) and services

→ Licenses

→ Leases

→ Working with agents and distributors

→ Selling with business consortia, joint ventures, and alliances

→ Prime/subcontractor agreements

MODULE 6: Negotiate

Negotiation phase: Unplanned Negotiation

- Why negotiate?
- When to negotiate
- What to negotiate
- Who negotiates?
- Where to negotiate
- How to negotiate

MODULE 7: Manage Transition

Manage Phase: Transition to a New Contract

- Culture and attitude
- Understanding the contract
- Communication

Manage Phase: Managing Changes and Disputes

- Initiating and documenting change
- Contract claims
- Contract disputes
- The causes of disputes
- Resolving common operational disputes

MODULE 8: Manage Operations Manage

Phase: Managing Performance

- Key performance indicators
- Delivery
- Invoicing
- Benchmarking pricing
- Contract targets and other measurements
- Regular management of the contract