Advanced Communication and Interpersonal Skills Training

Description

Introduction

This intensive course is aimed at improving the skills of the Procurement Professional and Buyers in organizations. The course examines the strategic importance of procurement within departments by using concepts and ideas in order to maximize the procurement department's effectiveness and thereby reducing costs throughout the supply chain.

It is therefore imperative for Procurement to constantly deliver value to the organisation by delivering products and services that contributes to the well-being of the organisation. This is an important course for Purchasing professionals who will return to their organisation with actual realistic plans on how to make considerable cost savings.

This course will feature:

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- Review critical supply strategies
- Enhance skills required for good supplier relationships
- Appraise business continuity and contingency planning for procurement
- Study different approaches in negotiations
- Learn how to rate a supplier.

objectives

By the end of this course, participants will be able to:

- Develop critical supply strategies
- Apply the concepts of activity based costing
- Develop skills required for effective supplier relationships
- Learn how to create rapport, build trust and establish credibility in a work group
- Practise successful negotiations

Contents

Day One

Purchasing and the Organisation

- Purchasing and its contribution to the organisation
- The Supply Chain
- The influence of the External Environment
- Purchasing Organisations
- The Procurement Cycle
- Critical Supply Strategies

Day Two

Supplier Management

- Transforming the Supplier Relationship
- Supplier Evaluation Criteria
- Appropriate Supplier Methodologies
- Total Cost Approach
- How to be a Good Customer
- Shrinking the Supplier Base

Day Three

Communication and Change

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- Communication techniques of verbal, non-verbal and written
- Methods of communication lead to more productive work and minimize stress
- Communication and interaction openness develops trust
- Identification of interpersonal interaction methods
- Recognizing response to and perceptions of change
- Analysing and preparing for the human reaction to change.

Day Four

Negotiation Techniques

- Avoiding Confrontational Negotiating
- Developing Active Listening Skills
- Negotiating with an Angry Person
- Power Closes that are used on the Buyer
- Understanding the other Negotiator’s Power
- Negotiation Tactics and Countermeasures

Day Five

Managing Procurement Talent

- Attract And Retain Supply Management Talent
- Supplier Measurement
- Vendor Rating
- Action Planning
- Price, Cost and Value

- Ways that Advanced Procurement can Improve Organisation’s Finances

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