

€ TRAINING

Essential Skills for Contract Professionals





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Introduction:

The overall aim of this course is to provide participants with the key skills needed to successfully manage their contracts including communication skills, negotiation skills, and conflict management skills.

Participants in this interactive course will learn all the critical techniques required to perform their role as contract managers and contract administrators such as evaluating contractor performance as well as issues and risk management.

Course Objectives:

At the end of this course the participants will be able to:

- Identify the major skills that are critical for contract professionals
- Demonstrate the importance of communication in contract management including written, verbal and non-verbal
- Prepare for negotiating contracts and conduct contract related negotiations in a formal structured manner
- Outline the key issues and risks that can affect the contract and determine the appropriate responses for the identified risks
- Develop project plans and mechanisms for monitoring and controlling contractor performance including Key Performance Indicators KPIs for these criteria

Targeted Audience:

Personnel who are seeking improvement of essential skills necessary for all contract professionals. The course is designed to provide concepts and techniques that will enable contract professionals to work collaboratively and efficiently with contractors

Course Outlines:

Unit 1: Overview/principles of Contracts:

- Definition of a contract
- Purpose of contracting
- Knowing your contract
- Scope of work
- Terms and conditions
- Stages of contracting
- Contracting process

Unit 2: Communication and Writing Skills:

- Communication model
- Barriers to communication
- Active listening
- Written communication

- Drafting fundamentals
- Managing conflicts

Unit 3: Negotiation Skills:

- Concept of negotiation
- Principled negotiation
- Separating people from the problem
- Focusing on interests not positions
- Inventing options for mutual gains
- Using objective criteria
- Negotiation's structured approach
- Negotiation plan
- Zone of a Possible Agreement ZOPA
- Best Alternative to a Negotiated Agreement BATNA
- Conducting the negotiation

Unit 4: Managing Issues and Risk:

- Issues management
- Techniques used in issues management
- Contract management and risks
- Identifying risks
- Evaluating risks
- Risk response planning
- Decision making

Unit 5: Managing Performance of Contractors:

- Project/contract relationship
- Project diagram
- Developing a Gantt chart
- Milestone chart
- Schedule control
- Measuring the contractor's performance
- Key Performance Indicators KPIs
- Target Setting
- Benchmarking