



Workshop - "Managing External Resources"

Aim	Provide essential skills, tools and concepts for professionals, technical specialists and project/program leaders to manage the work of vendors.
Description	<p>Designed to assist professionals, technical specialists, project leaders and line managers to increase their effectiveness in managing vendors. The workshop provides essential techniques, tools and concepts to manage the work of these external resources.</p> <p>Activities before the training and follow-up processes are geared to increase relevance and impact by linking learning to the current work of the participants.</p>
Method	<p>The needs and issues of the client are researched through interviews and surveys. Pre-course instructions and reading are sent to participants, or available online.</p> <p>This one-day workshop combines practical exercises with experienced instruction in the context, techniques and requirements of selecting, engaging and managing external resources in a partnering style.</p> <p>Real examples from the participants' work are used as practical exercises to apply back on the job.</p>
Content	<p>Based on feedback from preparatory discussions, the content is drawn from the following range of topics:</p> <ul style="list-style-type: none">• Strategies for different forms of outsourcing• Transitioning from professional job role to vendor/partner manager• Differences between managing vendors and employees• Understanding how to engage and use professional services• Contracts and agreements; copyright and intellectual property• Capturing and retaining project knowledge so it is not lost• Defining the job scope, deliverables, service levels and standards• Using the RFP process to define the work and select vendors• Negotiating terms and conditions, briefing vendor, kicking off• Defining and evaluating results – metrics, milestones, expected outcomes• How partnering can dramatically increase effectiveness• What is required to communicate effectively with vendors• Managing changes to work, project direction, or expected deliverables• Assessing project results and managing vendor performance• Methodologies for addressing vendor issues
Materials	<p>Think180 has developed extensive material on this subject. The materials are formatted in a training binder that is adapted and augmented to meet each client's particular needs, and useable as a reference following the workshop.</p> <p>Each participant receives:</p> <ol style="list-style-type: none">1. Binder/workbook with comprehensive handout notes on topics covered2. Templates for the RFP and selection processes3. Selected book that best suits needs of company and participants

Benefits

Participants in the workshop are able to benefit through:

- Immediate work application with live project coaching at workshop
- Knowledge of how to avoid costly mistakes
- Tools for better vendor selection
- Improved skills of managing vendors against results and specific standards
- Specific guidance in creating effective partnering relationships

Options

Experience indicates that overall program effectiveness increases when we:

- Develop company-specific training materials with logo and custom content
- Work with Legal/HR/Purchasing to include company procedures
- Assess and report on post-workshop implementation and impact
- Provide on the job support/coaching to attendees

Evaluation

Client receives a summary report of the workshop content and learning gains.

As an add-on option, 6 to 8 weeks after the workshop, the client will receive an impact and value summary. We contact the participants to find out how they have implemented learning into their work.

Facilitators

The two session leaders, Jane Dixon and Jim Everett, have a great depth of practical expertise in this field, as consultants and as experienced managers. Jim Everett has a solid background in management training, as well as years of management experience in Customer Services and reseller training. Jane Dixon is an experienced senior manager in the delivery of consulting and professional services, with a strong finance, operations and systems integration background.

Feedback

From Clients and Managers:

“Feedback at this morning's staff meeting was extremely positive. The ‘yin & yang’ combination of Everett and Dixon seems to work wonders . . . my folks were pleased at the way the workshop worked out.”

“I thoroughly enjoyed it because it presents an external perspective and got my team together to at least begin to consider the impacts of moving to an outsourced model.”

From Participants:

“Terrific course. I was never bored . . . activities were interesting and engaging. I liked the stories (that were) told to apply the concepts.”

“I couldn't imagine how you'd make a 2-day workshop on this topic (shows how little I knew.) I was dreading the thought of turning to more vendors for development, but now I feel that I can handle this.”

“I really do feel this was a valuable two days. It has been really educational to meet with my peers and it was very good to have these issues brought up in a structured environment, and to really feel safe to say what was on my mind. Thanks!”