



Think180™ is a vendor management consulting and training partnership based in California. We help clients build stronger capabilities for more productive outsourcing, by targeting and developing key competencies in vendor management for individuals, teams and team leaders.

Our primary focus is to equip and guide professionals who select, engage or manage outsourced vendors/providers. Vendor Managers must ensure the best from service providers, monitor their performance, address delivery issues and risk, and integrate services with company operations.

Expertise

Principal Partner, Jim Everett, brings expertise from corporate HR in Performance and Management Development, Reseller and Customer Training with Apple Australia and USA, and a degree in organizational processes and communication. He is a strategist, skilled facilitator, engaging presenter and coach. Jane Dixon brings executive expertise in managing large business consulting teams, complex high-value design projects with vendors, as well as corporate financial and project management experience and qualifications.

Services

- Webinars and videoconferences (event or series) on selected content or client case studies
- Customizable online and mobile learning media for Vendor Managers
- Workshops on vendor management that reference client processes
- Tools and consulting on competencies, balanced scorecards, checklists
- Joint workshops on partnering that include client managers and vendor representatives
- Training and coaching for leaders of teams that outsource and manage vendors/providers
- Team events facilitated to focus and plan new outsourcing, and for vendor partnering
- Consulting to managers and executives on requisite competencies for Vendor Managers
- Development of company training materials for internal trainers to redeliver to vendors

Clients (partial list)

Alkermes, Amdahl, Apple, BP, Cisco, dotPhoto, Fidelity Investments, Government of Canada, Harrah's Entertainment, Hitachi Data Systems, Kibel Green Issa, KPMG, Microsoft, OmniSky, Palm, Philips, Photo Marketing Association, PricewaterhouseCoopers, Professional Picture Framers Association, Quantlab, Silicon Graphics, Sun, Synergex, Synopsys, Tapwave, Vantive, VERITAS, Verizon Wireless, Wells Fargo, Wilson Learning, Wipro, Xerox Business Systems

Feedback (sample)

"You far exceeded my expectations! You received rave reviews from the attendees. I could tell you spent hours and hours preparing and learning about your audience."

"Amazing to see each of the individual companies who provide services to our end users realize the power in working together and providing suggestions how to improve the overall process."

"Materials are excellent references to take learnings and apply to our transition and management."

"Taught me how to approach partnering with more confidence by looking to win-win situations and problem solving abilities."

"Quickly assessed the situation, understood talents of the players, generated solid ideas, moved rapidly to action and brought about better than expected results."

Contact

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