

Classroom

NECI’s Signature Seminar Features

Each course is classroom based and delivered workshop-style to encourage maximum interaction and participation.

Signature Seminars are flexible providing coverage of a wide range of topics within a timeframe that suits your organization.

A senior instructor will consult with your organization in advance to understand the key issues and focus areas for your group, incorporating these into customized exercises and activities to practice key learning outcomes.

An evaluation report is provided to the course organizer showing the participant ratings and feedback – a great way to confirm the value received through the training session.

Contact Us

To learn more about what NECI could do for your organization, please contact us:
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Managing and Evaluating Contract Performance

Course Description

Too often, contracts go awry because of insufficient management, lack of communication and failure to address difficulties head on. This one-day course explores these stumbling blocks in-depth and arms participants with proven techniques and the confidence to anticipate and mitigate common problems before they arise, and to deal with any issues that do emerge in a professional and effective way.



Learning Objectives

- Recognize the difference between relationship management and contract management
- Discuss the communication and negotiation skills needed to maintain effective relationships with contractors
- Identify strategies for handling vendor complaints and debriefings
- Practice setting performance expectations and drafting key performance indicators
- Practice incorporating incentives and remedies using the “Carrots and Sticks” model to drive performance
- Assess performance issues’ contributing factors by conducting a root case analysis
- Develop techniques to address performance issues without terminating the contract
- Discuss dispute resolution, escalation and termination provisions
- Discuss how to conduct formal contract evaluations intermittently throughout the contract cycle
- Demonstrate how to use post-contract evaluations to improve future RFx processes

Expected Outcomes

Participants will learn how to manage performance while maintaining effective relationships with contractors and suppliers to ensure best value for your contracting dollars.

Helping organizations in Canada obtain maximum value from procurement and contracting