

Day One			
Details	Duration	Start	Finish
Introductions			
Registration and Welcome	0:15	8:30 a.m.	8:45 a.m.
Introductions and housekeeping The new paradigm Key objectives Where are you at with Contract Management?	0:45	8:45 a.m.	9:30 a.m.
Sessions			
Session 1 Why is good Contract Management important? The consequences of contracts going wrong How can we manage contracts better? The psychology of business	0:45	9:30 a.m.	10:15 a.m.
Morning Tea	0:15	10:15 a.m.	10:30 a.m.
Session 1, cont 4 guiding principles What suppliers hate	1:30	10:30 a.m.	12:00 p.m.
Session 2 Develop a strategy technique Strategy exercise			
Lunch	0:45	12:00 p.m.	12:45 p.m.
Session 3 Strategy Phase Develop a procurement strategy * Setting up the project * Talk to stakeholders * Market analysis * Right Track Workshop * Go to market models * Contract models * Category analysis * Business models * Contract models	1:15	12:45 p.m.	2:00 p.m.
Session 4 Going to the Market Documents ROI/RFP Pre-RFP meetings Evaluating proposals Interactive RFP workshops	0:30	2:00 p.m.	2:30 p.m.
Session 5 Implementation Phase Agreement in Principle Implementation workshop Performance framework Contract	0:30	2:30 p.m.	3:00 p.m.
Afternoon Tea	0:15	3:00 p.m.	3:15 p.m.
Implementation Phase, cont Implementation workshop exercise	1:00	3:15 p.m.	4:15 p.m.
Conclusion Day's wrap up and next steps	0:30	4:15 p.m.	4:45 p.m.
Session Closes			4:45 p.m.

Day Two			
Details	Duration	Start	Finish
Introductions			
Tea and Coffee	0:15	8:30 a.m.	8:45 a.m.
Housekeeping Recap of day one	0:30	8:45 a.m.	9:15 a.m.
Sessions			
Implementation Phase, cont Performance framework - development exercise Contract	0:45	9:15 a.m.	10:00 a.m.
Morning Tea	0:15	10:00 a.m.	10:15 a.m.
Session 6 Managing Delivery Rollout Relationship management & contract management Service delivery	0:30	10:15 a.m.	10:45 a.m.
Session 7 Contract Reviews Objectives Tactical Strategic	0:30	10:45 a.m.	11:15 a.m.
Session 8 What to do if it's going wrong DOSAC Strategy workshop	0:45	11:15 a.m.	12:00 p.m.
Lunch	0:45	12:00 p.m.	12:45 p.m.
Session 8, cont What to do if it's going wrong DOSAC Strategy workshop	2:00	12:45 p.m.	2:45 p.m.
Afternoon Tea	0:15	2:45 p.m.	3:00 p.m.
Negotiation	0:30	3:00 p.m.	3:30 p.m.
Conclusion Final wrap up and evaluations	0:30	3:30 p.m.	4:00 p.m.
Session Closes			4:00 p.m.