



Building Capability - Delivering Results

Presented by:

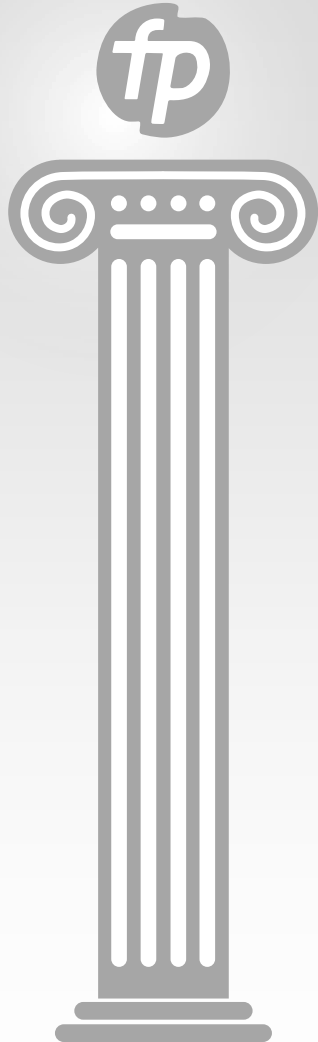
Anna Del Mar - Director,
Performance Learning
Future Purchasing

**Overview of Future Purchasing's fundamental
and advanced training workshops....**

*Our approach is simple...
we tailor exceptional
Fundamental and Advanced
procurement training master
classes to the needs of your
business & your people using the
most dynamic & inspiring
materials, methods and trainers
available.*

We have delivered the following master classes for major global clients world-wide covering 6 core topic areas of :

- ➔ **Category management**
- ➔ **Strategic negotiation**
- ➔ **Advanced procurement skills**
- ➔ **Stakeholder engagement**
- ➔ **Supplier relationship management**
- ➔ **Procurement leadership & strategy**



Section 1: Category Management Master Classes
Workshop Outlines

Section 2: Negotiation Master Classes
Workshop Outlines

Section 3: Advanced Procurement Functional Skills Master Classes
Workshop Outlines

Section 4: Stakeholder Engagement Master Class
Workshop Outlines

Section 5: Supplier Relationship Management Master Classes
Workshop Outlines

➔ Section 6: Leadership & Management Master Classes
Workshop Outlines

Leadership is often an elusive characteristic within the procurement function. Western norms have created many managers, but few know how leadership differs, nor do they understand the power it can bring to a team.

Focus:

- The role, attributes and challenges of leaders in Procurement

Duration: 3 days

Participants:

- Supervisors, managers and project leaders of procurement change

Training method:

- Interactive course using simulations and procurement based exercises

Course Content

The main topics covered in the programme are:

- Procurement leadership fundamentals
- Self awareness of own leadership impact, openness and flexibility
- The strategic roles versus operational roles of a procurement leader
- Inspiration and motivation through authentic role modelling
- Influencing through relationship management
- Situational leadership
- Decision making that engages the power of others
- Dealing with conflict and difficult situations

Course Benefits

At the end of the course delegates will be able to:

- Identify and implement the differences between management and leadership
- Use leadership power to effect the performance of the team
- Choose from a selection of leadership styles to suit differing situations
- Generate new levels of followership, motivating and inspiring team members
- Make decisions stick through an empowering approach to procurement decision making
- Face those difficult situations and people with a refreshed confidence



Much that is delivered under the banner of coaching falls far from the mark. Experience what real nondirective coaching is like, and develop your own skills to lead others on their personal journeys.

Focus:

- Nondirective coaching skills to be applied in Procurement

Duration: 2 days

Participants:

- Supervisors, managers and project leaders of procurement change

Training method:

- Interactive course using real life conversations to practice coaching skills

Course Content

The main topics covered in the programme are:

- What makes a great coach.
- Skills and techniques of coaching.
- Understand the nature of nondirective coaching.
- Using questioning for powerful coaching.
- Create your own coaching toolkit.
- Providing clear feedback.
- Removing the barriers to positive coaching.
- Making the behavioural change sustainable.
- Application of coaching techniques in a Procurement environment.

Course Benefits

At the end of the course delegates will be able to:

- Understand the essence of coaching.
- Learn why good coaching is valued by users.
- Learn the skills associated with great coaching.
- Develop a powerful questioning capability that will bring deep insight.
- Provide effective feedback to the coached.
- Learn to identify and deal with barriers.
- Have the opportunity to practice coaching in a safe environment.
- Gain confidence to use coaching.
- Experience being the recipient of quality coaching.



Learn how to bring clarity and focus to goal setting. Ensure that your people understand what they have to achieve and motivate them to stretch to new levels of performance.

Focus:

- Performance management of Procurement teams

Duration: 1 day

Participants:

- Supervisors, managers and project leaders of procurement change

Training method:

- Interactive course with practical application of performance management

Course Content

The main topics covered in the programme are:

- Understand why objectives are important.
- Understand the power of goal setting.
- Identify what you really want.
- Achieving more through focus.
- Goal setting, scoping, SMART, SMART2 & Goal balance
- Achieving goals, anchoring goals & driving accountability
- Understand how to capture the successes and move on to achieve the next one.
- Learn how to tap into the value of praise in future goal commitment.

Course Benefits

At the end of the course delegates will be able to:

- Clarity about the impact created by effective goals
- The opportunity to reflect on actual work goals
- A stimulus to think about life goals
- Strategies and techniques for creating effective goals
- An understanding of the need for goal balance to be successful
- How to create a new way of anchoring goals into daily work and life
- How to stick with goals over the long view
- How to track and celebrate successes



Many sourcing strategies fail to deliver the expected benefits because of internal resistance to change. This course provides a range of tools and techniques to fully engage and manage internal stakeholders.

Focus:

- Performance management of Procurement teams

Duration: 2 days

Participants:

- Procurement professionals looking to develop their capabilities

Training method:

- Interactive course using company specific category exercises throughout

Course Content

The main topics covered in the programme are:

- Different stages of a category sourcing project
- Project & programme management systems & tools
- Aligning category strategies with functional priorities
- Stakeholder mapping & analysis
- Communication strategy & implementation
- Programme governance models
- Managing virtual teams and remote stakeholders
- Change management issues
- Problem solving methods & facilitation techniques
- Managing conflict situations & overcoming resistance
- Reporting & review processes

Course Benefits

At the end of the course delegates will be able to:

- Apply a range of project and programme management techniques on sourcing projects
- Understand who their key stakeholders are, and how to communicate effectively with them
- Ensure they are aligned with their stakeholders and working on their priorities
- Solve and resolve problems / issues that occur within project teams more efficiently
- Establish a governance model to fully support the completion of a cross functional project
- Manage virtual category teams and remote stakeholders more effectively



Module 1 introduces the guiding strategy frameworks that will be used throughout the programme. Breakthrough value creation is central to the approach (doing things differently as well as doing things better).

Focus:

- Strategy models & their linkage to value and change drivers

Duration: 3 days

Participants:

- Competitive positioning within supply markets and value chains

Training method:

- Leading & selling the procurement value proposition to top executives

Course Content

The main themes covered in the first module are:

- Core frameworks for the programme
- Strategy models relevant to different sectors
- Strategic finance models
- Major sources of value from strategic suppliers
- Investor requirements (private sector)
- Government reform requirements (public sector)
- Stakeholder requirements and CSR
- Strategy design and strategy planning
- Situational leadership style
- Influencing strategies and personal behaviour

Course Benefits

At the end of the module delegates will be able to:

- Demonstrate the linkage between strategy, value and major procurement / supplier initiatives.
- Utilise a range of financial models relevant to total shareholder return as well as service excellence.
- Examine the financial return from different procurement scenarios and initiatives.
- Deploy strategy planning and financial performance measurement tools and metrics.
- Apply individually tailored leadership and influencing strategies to convince top executives.



Strategy consists of a portfolio of initiatives, capabilities, processes and resources. It is about attaining superiority by building distinctive capabilities impacting suppliers. This module examines the options.

Focus:

- Distinctive capability and operational excellence

Duration: 3 days

Participants:

- Competitive positioning within supply markets and value chains

Training method:

- Identifying and convincing stakeholders of supplier value opportunities

Course Content

The main topics covered in the second module are:

- Integrating major suppliers into value creation
- Developing and leveraging capability platforms
- Best practice and next practice benchmarking
- Sourcing innovation externally
- Open sourcing and organisational renewal
- Embedding core sourcing and SRM models
- Moving beyond first wave offshoring / outsourcing
- Sustainability, CSR and ethical sourcing
- Alignment with operational excellence initiatives
- HR resourcing and talent management implications

Course Benefits

At the end of the module delegates will be able to:

- Identify the value return from a broad portfolio of supplier initiatives and sourcing models.
- Assess the distinctive capabilities that need to be developed with major suppliers.
- Align major procurement activity with broader value chain & operational excellence initiatives.
- Understand the impact of systemic and structural change across value and supply chains.
- Develop and apply scenario models and value propositions, and present them compellingly.



Development of business strategy is an analytical activity. Its operationalisation and deployment calls for deep understanding of change management, organisational and operating model design.

Focus:

- Organisational and operating model design

Duration: 3 days

Participants:

- Criteria for the evaluation of organisational options & models

Training method:

- Dealing with the contested elements of matrix structures & authority ambiguities

Course Content

The main topics covered in the third module are:

- Organisational design frameworks
- Operating and leadership models in procurement
- Role of corporate centres and parenting
- Centralisation vs. decentralisation
- Options in dealing with authority structures
- Tools for role allocation and accountability
- Implications of organisational structures
- Competence and capability models
- Leading and managing in the matrix
- Internal and external governance

Course Benefits

At the end of the module delegates will be able to:

- Articulate the different structural and organisational models relevant for procurement.
- Apply defined criteria for the selection and application of organisational options.
- Understand and deal effectively with federalism and the issues associated with matrix structures.
- Apply a range of tools in the allocation of authority and accountability in complex organisations.
- Respond skilfully to a number of frequently encountered organisationally contested situations.



Organisational success in procurement reflects the ability to maximise value from strategic suppliers while influencing key internal stakeholders. This module develops strategic influencing and negotiating skills.

Focus:

- Strategic negotiation and application of influencing strategies

Duration: 3 days

Participants:

- The levers of power & their application in dependent relationships

Training method:

- Value building and relationship development within conflict situations

Course Content

The main topics covered in the fourth module are:

- Determining, quantifying and selling value
- Negotiating for value maximisation
- Influencing styles with top executives
- Developing productive and enduring relationships
- Structuring alliances and major ventures
- Use of performance incentives (and disincentives)
- Sharing rewards & benefits in a transparent manner
- Problem solving techniques & appropriate behaviour
- Effective use of escalation and conflict resolution
- Integration of contractual and financial frameworks

Course Benefits

At the end of the module delegates will be able to:

- Negotiate within long term strategic relationships to achieve mutual goals and objectives.
- Focus on maximising value delivery as well as transparent financial / performance outcomes.
- Apply a range of incentive & reward mechanisms and determine how to balance shared benefits.
- Determine appropriate structures for the ongoing relationship to maximise business benefits.
- Proactively resolve problems within a relationship and apply conflict management techniques.





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Evaluation:



Overall evaluation from 100 delegates was **4.7** out of 5

– an exceptional score

Global Financial Services Company



“Actors were great, high energy and quality throughout the sessions. Engaging styles and real anecdotes. FP did a great job covering the technical side – pacey and informative, and the quality of the material was very high”

“The training brought to life a large number of issues that had been talked about but not seen. Providing challenging stakeholder scenarios and continued feedback was also very useful”

“Actors were very good. Able to visualise communication styles. Great trainers, very helpful, knowledgeable etc. Got to interact with colleagues I wouldn’t normally work with”

“Its been the best training I’ve been on”

“The use of actors has brought out a complete new dimension to the way trainings been delivered. Extremely interesting material”