



Building Capability - Delivering Results

Presented by:

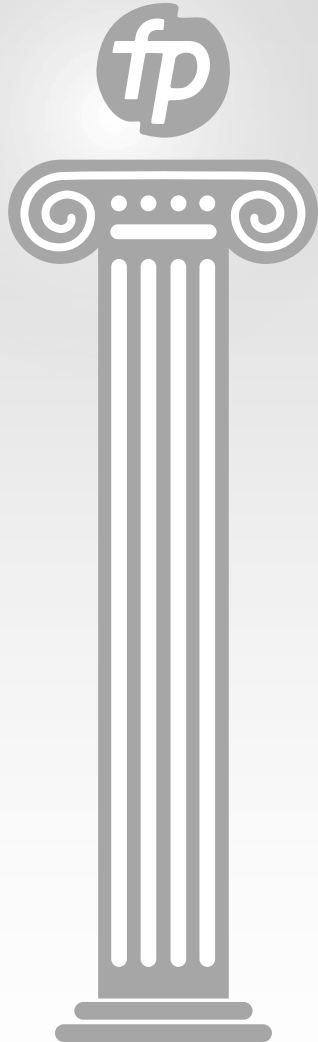
**Anna Del Mar - Director,**  
Performance Learning  
Future Purchasing

**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

*Many businesses are looking for increased innovation from the supplier base to supplement internal R&D. This workshop provides insights, approaches and specific tools to encourage and capture supplier innovation.*

**Focus:**

- Approaches to capture innovation from the supplier base

**Duration: 1 day**

**Participants:**

- Procurement professionals with responsibility for sourcing a category of spend

**Training method:**

- Interactive course using case studies and role plays to develop insights and applied knowledge

## Course Content

**The main topics covered through the day:**

- Familiarisation with the sourcing process and materials would be course pre-work
- Business context of why innovation from the supplier base is important for the business
- Overview of the challenges of extracting innovation from suppliers and supply markets
- Case study exercises in small teams focused on supply market research and technology roadmaps
- Role play exercise to gather and prioritise innovation business requirements from stakeholders
- Action planning for individuals & teams to apply the knowledge from the course to their areas of spend

## Course Benefits

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

- Understand the importance of delivering more innovation from their suppliers
- Apply specific tools from the sourcing process to capture the innovation business requirements
- Prepare the right questions and the correct approach to fully understand stakeholders needs
- Carry out more extensive supply market research to identify innovation opportunities
- Understand who they need to work with to maximise the innovation from suppliers
- Develop a plan to identify and deliver additional innovation from their category of spend



*Developing the core skills for negotiating with suppliers is essential for all members of a procurement team. This workshop delivers ready-to-use tools, techniques and approaches for successful tactical negotiations.*

**Focus:**

- Foundation skills building, tools & techniques

**Duration: 2 days**

**Participants:**

- Procurement and all who influence suppliers, as part of initial training

**Training method:**

- Interactive courses using exercises and a role play to embed learning

## Course Content

The main topics covered in the programme are:

- Introduction to negotiation principles and approaches
- The IMPACT negotiation & business value approach
- Preparing for an effective negotiation
- Setting targets
- Methods of persuasion
- Negotiation tactics
- Understanding business requirements
- Supplier conditioning
- Understanding the supplier's position & objectives

## Course Benefits

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

- Plan for a successful supplier negotiation, and understand why planning is essential
- Set themselves a range of stretching targets to be achieved, including non-financial ones
- Apply a range of negotiation techniques, and have an appreciation of when to use them
- Influence the supplier's point of view before the negotiation through effective supplier conditioning
- Vary their personal persuasion style to achieve better results throughout the negotiation event



*Developing the core skills for negotiating with suppliers is essential for all members of a procurement team. This workshop delivers ready to use tools, techniques and approaches for successful negotiations.*

**Focus:**

- Skills building, tools & techniques and personal awareness

**Duration: 3 days**

**Participants:**

- Procurement team members with negotiation experience

**Training method:**

- Highly interactive course with role plays & case study to embed learning

## Course Content

The main topics covered in the programme are:

- Phases of a negotiation
- Preparation and planning
- Setting strategies and objectives
- Negotiation tools & techniques
- Team based negotiations
- Agreeing negotiating roles
- International and cultural differences
- Negotiation styles
- Personal awareness and adapting the approach
- Reaching agreement and closing

## Course Benefits

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

- Understand the phases of a negotiation and how to move from one phase to another
- Plan for a successful negotiation, and understand why planning is essential
- Set themselves a range of stretching targets to be achieved, including non-financial ones
- Apply a range of negotiation techniques, and have an appreciation of when to use them
- Prepare for a team negotiation, with agreement on specific roles for people in the negotiation
- Understand their natural negotiation style, and be able to use other styles and approaches



*Business success depends on maximising the value from negotiations with the long term strategic suppliers. This training course develops the necessary techniques and skills to negotiate within major relationships.*

**Focus:**

- Relationship development and breakthrough value

**Duration: 3 days**

**Participants:**

- Experienced procurement professionals & account managers

**Training method:**

- Interactive course based around a major customised role play

## Course Content

The main topics covered in the programme are:

- Determining and quantifying value
- Negotiating for value
- Influencing styles
- Developing productive relationships
- Structuring strategic alliances
- Use of performance incentives
- Sharing rewards and benefits
- Problem solving techniques
- Effective use of escalation

## Course Benefits

At the end of the course 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 cost reduction and cost avoidance
- Apply a range of incentive & reward mechanisms and determine how to balance shared benefits
- Determine the best structure for the ongoing relationship to maximise business benefits
- Proactively resolve problems within the relationship, escalating only when necessary





*Leading a major negotiation requires a high level of awareness of interpersonal and behavioural techniques. This training course builds the awareness and application of different influencing styles during a negotiation.*

**Focus:**

- Skills building & behavioural development

**Duration: 2 days**

**Participants:**

- Procurement & team members with negotiation experience

**Training method:**

- Interactive courses using exercises and a role play to embed learning

## Course Content

The main topics covered in the programme are:

- Personal negotiating styles
- Different styles in different situations and cultures
- Behavioural techniques
- Internal selling and alignment
- Planning for team negotiations
- Agreeing negotiating roles
- Overcoming conflict
- Resolving deadlocks
- Listening skills

## Course Benefits

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

- Understand their normal negotiating style and adapt it to achieve better results
- Recognise different supplier behaviours and react positively to them to move the negotiation forward
- Lead a team based negotiation, with well defined roles and responsibilities
- Handle conflict situations and aggressive behaviour with confidence
- Listen more effectively, picking up signals and interpreting them correctly







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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”

