

# Communication & Conflict Management Workshop

## ➤ **Communication**

- Perception vs reality vs our identity/values
- Body Language/Non-verbal behaviour
- Across Cultures and Generations

## ➤ **Conflict Awareness**

- Conflict Examples
- The complexity of conflict
- Disorientation
- Dispute exploration - the conflict circle
- Questions to ask yourself/other
- Other useful conflict models/tools

## ➤ **Summary**

**Objective:** Enhancing communication to constructively engage, manage, and resolve disputes and improve the partner relationship

# Partner Management Workshop

## ➤ Introduction

- Regulations – PV & Oversight
- Outsourcing Models
- Selection & Qualification
- The Contract?
- Kick Off Meeting

## ➤ Management of Service Delivery - Operations

- Governance and Over-Sight
- Operations/ Indicators of Progress/ Risk Analysis
- Issue Escalation/ Resolution
- A “Proactive vs. Reactive” Service Provider

## ➤ Relationship Management

- What is RM?
- Communication/Negotiation
- Cultural Differences (incl. existing partners)
- Conflict Avoidance/ Management
- Getting the best from your Partnership

# Outsourcing & Quality Vendor Management Workshop

## ➤ **Outsourcing**

- Introduction/ Objective
- Story/ Case Study
- Why Outsourcing & Models
- The Process
- The Contract?
- Kick Off Meeting

## ➤ **Quality Service Management**

- Regulations
- Governance/ Over-Sight
- Operations/ Indicators of Progress
- Issue Escalation/ Resolution
- Risk Analysis
- How to evolve to “Proactive” from “Reactive”

## ➤ **The Partnership Model**