

# Your Training Needs Analysis Report

Prepared for:

**Jane Butler**

Procurement

Training Needs Analysis

Date completed:

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[www.criticalskillsboost.com](http://www.criticalskillsboost.com)

# Introduction

Congratulations! You have completed your Training Needs Analysis. The aim of the assessment is to provide a systematic self-analysis of your skill-set as it stands today. The assessment focused on the skills required to perform the eight phases of end-to-end procurement.

## YOUR PERSONALISED REPORT

This report is intended to help you navigate the Critical Skills Boost program based on your needs and requirements. It is tailored especially for you and in it you will find suggestions and recommendations that will help you develop skills and knowledge in the areas identified for you.

**Section 1** is an overview of your self assessment results as they relate to each of the eight distinct phases of the procurement process.

**Section 2** details your learning plan recommendations. Here you will see the e-Learning modules assigned to support you in your current role. You will also see the training workshops that have been prioritised for you. Together with your manager use these suggestions to decide which training workshops you should attend throughout the year.

## DISCUSS WITH YOUR MANAGER

The Queensland public sector is focused on building sustainable procurement capability across agencies and government. It is important to address skill gaps across the entire public sector, and as individuals we should also be aware and focused on our specific development needs.

Part of this process needs to involve discussions with your line manager to ensure the training you are receiving aligns to your organisation's objectives, the previous conversations about your personal learning and development needs along with your career aspirations.

## APPLY THE 70:20:10 MODEL

The recommendations throughout this report are based on the 70:20:10 Model of Learning. The impact of your formal training increases significantly when it is applied to your work and is discussed with mentors, coaches and colleagues. For each phase of the procurement process you will receive learning and development recommendations that align with this Model of Learning.

10%	Structured training	10% of learning is through structured training, workshops and theory.
20%	Social learning	20% of learning is enhanced by coaching, mentoring and accessing your professional work networks.
70%	Structured training	70% of learning comes through applying our knowledge in 'on-the-job' workplace tasks and projects.

# Your organisation and you

During your registration process at [criticalskillsboost.com](https://criticalskillsboost.com) you provided information to us. This information is displayed below for your reference.

## YOUR REGISTRATION INFORMATION

First Name	Jane
Last Name	Butler
Email Address	Jane.butler@communities.qld.gov.au
Manager's First Name	Tracey
Manager's Last Name	Harding
Manager's Email Address	Tracey.harding@communities.qld.gov.au

## YOUR DETAILS

Organisation	Communities, Child Safety and Disability Services
Division	Division
Location	Far North
Role	Contract Manager (including procurement)
Level	Officer
Position	Position
The nature of the goods/services that you most commonly procure, or manage contracts for?	Social Services
Phone number	40365416

# Your assessment summary

This summary provides you with an overview of your assessment results.

Your overall score is **56.00** out of a maximum score of 504.

This represents an average score of **7** per phase of the process.

The table below details your assessment results for each step of the Training Needs Analysis.

This is calculated as an average of your rating.

## ASSESSMENT TABLE

Phase	Average	Level
Opportunity Analysis	1.11	Awareness
Market Analysis	1.22	Awareness
Strategy Development	0.44	Novice
Market Engagement	0.33	Novice
Negotiate	0.44	Novice
Contract Implementation	0.67	Novice
Supplier Relationship Management	1.00	Awareness
Refresh Strategy	1.00	Awareness

### Note

The level column describes the average rating received and aligns to the wording of the assessment scale below

## SCORING GUIDE

Novice		Awareness		Understanding		Practitioner		Expert							
0	No awareness.	1	Some awareness, never practiced.	2	Starter knowledge, novice in practice.	3	Some knowledge, occasional practice.	4	Intermediate knowledge, intermittent practice.	5	Specialist knowledge, recurrent repeated practice	6	Expert knowledge, frequent practice.	7	Master knowledge, constant practice.

# 1. Opportunity Analysis

Opportunity analysis is a detailed review of the prospects for a product within a potential market. For example, the marketing manager of a product might request a detailed opportunity analysis to help them forecast whether market demand conditions will support launching into that market.

**The skills demonstrated in this step include:**

- Collecting internal and external data
- Engaging internal customers
- Conducting needs analysis
- Conducting spend analysis
- Identifying 'quick wins'
- Alignment of other/existing initiatives
- Analysing and summarising data

In this step you assessed yourself at the **Awareness** level. Based on your assessment the accumulated average across the nine self-assessment questions is **1.11**.

## RECOMMENDATIONS

10% Structured training	<p>Attend a workshop: <b>Procurement Essentials</b></p> <p>Attendance will help raise awareness of the sourcing process and the tools that may be used.</p> <p>Benefits include:</p> <ul style="list-style-type: none"><li>&gt; More appreciation of the importance of planning to deliver better outcomes</li><li>&gt; More appreciation of the tools and other resources available to support strategic sourcing</li><li>&gt; Awareness of 'tips and traps' of how to deliver a procurement process that drives outcomes and value for money</li></ul> <p><u>Please note:</u> your e-Learning recommendations are in your e-Learning plan (pg 15 of this document).</p>
20% Social learning	<ul style="list-style-type: none"><li>• Ask an experienced manager how they know which projects procurement should become involved in.</li><li>• Participate in a project 'kick-off' meeting as an observer, and think about what is done when, why and how.. What conclusions can you draw from the process?</li><li>• Observe a supplier performance review meeting and explore with the manager what is happening, and why.</li></ul>
70% Practical application	<ul style="list-style-type: none"><li>• Investigate the end to end procurement process and identify ways in which value may be created or destroyed.</li><li>• Try to define value for money and design evaluation mechanisms to select the best offer for a simple procurement.</li><li>• Research if your organisation has a contract register, a capital program, or other method of analysing "the work pipeline".</li></ul>

## 2. Market Analysis

Market Analysis is the application of forecasting techniques to the supply market factors that influence the demand for a product identified as a market opportunity. Understanding the dynamics and trends of the supply market equip professionals to proactively surface and extract unlocked value.

**The skills demonstrated in this step include:**

- Determining research objectives
- Collecting and analysing supply market data
- Understanding supply market risks
- Understanding competitive landscapes
- Researching pricing & total cost drivers
- Cost versus benefit analysis
- Summarising data and findings

In this step you assessed yourself at the **Awareness** level. Based on your assessment the accumulated average across the nine self-assessment questions is **1.22**.

### RECOMMENDATIONS

10% Structured training	<p>Attend a workshop: <b>Strategic Sourcing</b></p> <p>Attendance will help build understanding of the strategic sourcing process and the tools that may be used. Benefits include:</p> <ul style="list-style-type: none"><li>&gt; More appreciation of the importance of planning to deliver better outcomes</li><li>&gt; More appreciation of the tools and other resources available to support strategic sourcing</li><li>&gt; Less likelihood of the sourcing process failing to realise the planned benefits</li></ul> <p><u>Please note:</u> your e-Learning recommendations are in your e-Learning plan (pg 15 of this document).</p>
20% Social learning	<ul style="list-style-type: none"><li>• Ask a category manager what the factors are that are affecting their market. How do they know about these trends?</li><li>• Participate, as an observer, in a market enquiry exercise like the issue of RFI or RFP, and think about what is done when, why and how. . What conclusions can you draw from the process?</li><li>• Ask an experienced manager how they draw up a shortlist of suppliers to participate in a bidding exercise.</li></ul>
70% Practical application	<ul style="list-style-type: none"><li>• Investigate the supply market for a simple category, using secondary sources such as Yellow Pages, online research and/or a trade directory.</li><li>• Research what information is available on supplier's web sites and annual reports.</li><li>• Read a trade magazine and consider what is happening in the relevant supply market. What issues are affecting the market?</li></ul>

# 3. Strategy Development

Strategy Development is an approach by which an organisation aims to develop and market products for different customer segments. Having identified the aims of the sourcing program it is essential that a detailed and achievable strategy, integrating a range of professional tools, be established.

**The skills demonstrated in this step include:**

- Distinguishing between tactical and strategic approaches
- Scaling potential benefits
- Defining category objectives
- Facilitating Stakeholders to develop/refine a range of potential market approaches
- Modeling scenarios to aid risk identification
- Utilising and configuring Comprara tools and technology
- Alternatives to rules based management routines

In this step you assessed yourself at the **Novice** level. Based on your assessment the accumulated average across the nine self-assessment questions is **0.44**.

## RECOMMENDATIONS

10% Structured training	<p>Attend a workshop: <b>Category Management Essentials</b></p> <p>Attendance will help raise awareness of the category management process and the tools that may be used. Benefits include:</p> <ul style="list-style-type: none"><li>&gt; More appreciation of what category management involves, and the importance of category management to deliver better outcomes</li><li>&gt; More appreciation of the tools and other resources available to support category managers</li><li>&gt; Less likelihood of the category management process failing to realise the planned benefits</li></ul> <p><u>Please note:</u> your e-Learning recommendations are in your e-Learning plan (pg 15 of this document).</p>
20% Social learning	<ul style="list-style-type: none"><li>• Ask a category manager which strategy they are pursuing in respect of their category. How did they choose it?</li><li>• Participate in a strategy development session as an observer, and think about which choices were considered, and how the final selection was selected. What conclusions can you draw from the process?</li><li>• Ask an experienced manager what strategies they would consider for different categories. How do they decide which strategy is best for each situation?</li></ul>
70% Practical application	<ul style="list-style-type: none"><li>• Investigate a range of ways that you can engage the supply market. What are the strategies [for example, spot buying, or period agreements, single sourcing or multiple sourcing]?</li><li>• Research how procurement managers select the strategies to use and under which circumstances they employ them?</li><li>• Read procurement policies and/or procedures. What do they say about the range of potential strategies?</li></ul>

## 4. Market Engagement

Market Engagement describes all those processes involved in contacting and interacting with potential suppliers. There are two broad types; firstly, interactions with the market that have no impact on market structure or the attitude of the participants, e.g. Requests for Information (RFI), Quotations (RFQ) and Proposals (RFP). The second involves market interventions such as conditioning, negotiation, reverse marketing and supplier development which may have a transformative effect on the market.

**The skills demonstrated in this step include:**

- Defining quality levels for services
- Defining unique standards
- Managing the bidding and evaluation process
- Driving out the procurement objectives
- Assembling the bid package
- Designing the bid evaluation mechanism
- Managing probity during the process

In this step you assessed yourself at the **Novice** level. Based on your assessment the accumulated average across the nine self-assessment questions is **0.33**.

### RECOMMENDATIONS

10% Structured training	<p>Attend a workshop: <b>Drafting Specification and Offers</b></p> <p>Attendance will help build understanding of how to develop specifications and go-to-market documents in accordance with 'best practice'. Benefits include:</p> <ul style="list-style-type: none"><li>&gt; More understanding of the importance of specifications in optimising competition and driving innovation (i.e. outcome focused)</li><li>&gt; More understanding of 'go-to-market' templates and of the resources available to support sourcing</li><li>&gt; Awareness of 'tips and traps' of how to develop effective specifications and 'go-to-market' documents</li></ul> <p><u>Please note:</u> your e-Learning recommendations are in your e-Learning plan (pg 15 of this document).</p>
20% Social learning	<ul style="list-style-type: none"><li>• Ask a category manager to show you a timetable for a market engagement. What are the steps and why are they in that sequence?</li><li>• Observe an RFx being issued or evaluated, and think about what is being done, and why it is done that way</li><li>• Ask an experienced manager what does and doesn't work when engaging with the supply market. How do they decide when to use which tool in market engagement ?</li></ul>
70% Practical application	<ul style="list-style-type: none"><li>• Investigate the range of ways that you can engage the supply market. What are they [for example, RFx, direct negotiation etc]?</li><li>• Research how procurement managers select the approaches they use and under what circumstances. What conclusions can you draw from the process?</li><li>• Read procurement policies and/or procedures. What do they say about quotes, proposals and tenders?</li></ul>



# 5. Negotiate

Negotiation is a process through which each party aims to achieve their goals in the context of their relationship with the other party. Our approach may be different in each case, for example, between dealing with a long-term supplier as opposed to short-term supplier. However, in every negotiation we need to be clear around our objectives, and decide how we plan to achieve our goals. The common elements are clear objectives that are consistent with the relationship we want to create.

**The skills demonstrated in this step include:**

- Strategic selling and buying facilitation
- Negotiating tactics and ploys
- Concessional behaviour in win/win negotiations
- Dealing with cultural issues in negotiation
- Neutralising negotiation tactics
- Resolving impasses in negotiation
- Needs identification; between explicit and latent needs

In this step you assessed yourself at the **Novice** level. Based on your assessment the accumulated average across the nine self-assessment questions is **0.44**.

## RECOMMENDATIONS

10% Structured training	<p>Attend a workshop:<b>Legal Aspects of Establishing and Managing Contracts</b></p> <p>Attendance will help raise awareness of the legal framework for establishing and managing contracts and the principles and issues raised by poor or non-performance. Benefits include:</p> <ul style="list-style-type: none"><li>&gt; More appreciation of the legal context of contract management</li><li>&gt; More awareness of how contract managers may deal with poor or non-performance</li><li>&gt; Less likelihood of the contract manager unintentionally exposing their organisation to risk of litigation</li></ul> <p><u>Please note:</u> your e-Learning recommendations are in your e-Learning plan (pg 15 of this document).</p>
20% Social learning	<ul style="list-style-type: none"><li>• Ask a category manager to show you a negotiation plan. What is involved, and how is the plan used?</li><li>• Observe a negotiation, or a negotiation planning session, and think about what is being done, and why it is done that way. What conclusions can you draw from the process?</li><li>• Ask an experienced manager what does and doesn't work in negotiation. How do they prepare for negotiation? How do they know what to do or say?</li></ul>
70% Practical application	<ul style="list-style-type: none"><li>• Investigate the principles of negotiation online. What is the negotiation process and why is it important?</li><li>• Research how procurement managers prepare for a negotiation. What tools or processes do they adopt?</li><li>• Read procurement policies and/or procedures. What do they say about negotiation?</li></ul>

## 6. Contract Implementation

Procurement contracts can take many forms depending on the duration of the agreement, the number of participants, the pricing basis and the scope of work. In terms of duration, contracts may be spot, short term, long term, or evergreen. In terms of sourcing strategy, they may feature a single provider or be a panel contract consisting of multiple providers. In terms of pricing basis the contract may be a fixed price, unit rate or cost-plus contract. It is in the implementation stage of the cycle where the organisation captures the value identified during the developing strategy phase.

**The skills demonstrated in this step include:**

- Reducing complexity in contracting
- Detecting and dealing with malpractice
- Risk management in practice
- Levers of performance management
- Problem solving, resolution and support, escalate or terminate
- Prioritising improvement opportunities and governance structures
- Defining dimensions to measure

In this step you assessed yourself at the **Novice** level. Based on your assessment the accumulated average across the nine self-assessment questions is **0.67**.

### RECOMMENDATIONS

10% Structured training	Attend a workshop: <b>Contract Management Essentials</b> Attendance will help raise awareness of the category management process and the tools that may be used. Benefits include: > More appreciation of what category management involves, and the importance of category management to deliver better outcomes > More appreciation of the tools and other resources available to support category managers > Less likelihood of the category management process failing to realise the planned benefits <u>Please note:</u> your e-Learning recommendations are in your e-Learning plan (pg 15 of this document).
20% Social learning	<ul style="list-style-type: none"><li>• Ask a category manager to show you a contract management plan. What is involved, and how is the plan used?</li><li>• Observe a kick off meeting, and think about what is being done, and why it is done that way. What conclusions can you draw from the process?</li><li>• Ask an experienced manager what does and doesn't work in contract management. How do they determine the contract management plan?</li></ul>
70% Practical application	<ul style="list-style-type: none"><li>• Investigate your organisation's standard contracts. Read one of them, and consider the contents of the contract. What conclusions can you draw from your research?</li><li>• Research the role of contract managers. What tools or processes do they adopt?</li><li>• Read procurement policies and/or procedures about setting up, managing and varying contracts. How does the level of detail compare to the content devoted to sourcing?</li></ul>

# 7. Supplier Relationship Management

**Supplier Relationship Management [SRM]** is the segmentation by buyers of the business relationships with their suppliers. The process involves reviewing the portfolio of suppliers, categorising supply relationships by their significance, devoting resources in proportion to the relationship's significance and managing processes between the parties to realise the relationship objectives. **Supplier Performance Management (SPM)** is a business practice that is used to measure, analyse, and manage the performance of a supplier in an effort to cut costs, alleviate risk, and drive continuous improvement.

**The skills demonstrated in this step include:**

- Segmenting supplier relationships
- Developing joint cost and value initiatives
- Customer of choice and 180 degree feedback
- Improving delinquent supplier performance
- Developing supplier relationship plans
- Building resilience, preventing and resolving problems
- Improving supplier capability

In this step you assessed yourself at the **Awareness** level. Based on your assessment the accumulated average across the nine self-assessment questions is **1.00**.

## RECOMMENDATIONS

10% Structured training	Attend a workshop: <b>Intermediate Contract Management</b> Attendance will help build understanding of the role and contribution of effective performance measures and contract management plans in contract management. Benefits include: > More capability in developing and applying effective contract management plans > More understanding of how effective performance measures and contract management plans enable better contractual outputs > Less likelihood of the contract manager becoming reactive and being overtaken by events <u>Please note:</u> your e-Learning recommendations are in your e-Learning plan (pg 15 of this document).
20% Social learning	<ul style="list-style-type: none"><li>• Ask a category manager to show you some KPIs for an active contract. How were these KPIs selected?</li><li>• Observe a performance review meeting, think about what is being done, and why it is done that way. What conclusions can you draw from your observations?</li><li>• Ask an experienced manager what does and doesn't work in supplier relationship management. How do they decide how they manage different suppliers?</li></ul>
70% Practical application	<ul style="list-style-type: none"><li>• Investigate how your organisation manages contracts. Who does what, why and how?</li><li>• Research how supplier performance reviews are scheduled. Why do you meet some suppliers more frequently than others?</li><li>• Research procurement guidance for setting and managing KPIs. What are KPIs and how do they help manage performance?</li></ul>

## 8. Refresh Strategy

A refresh strategy aims to grow volumes, increase savings and value by focusing on emerging markets and products to meet growing consumer demand. It includes embedding principles of sustainability within aspects of procurement to ensure minimisation of waste, avoidance of green wash and aligning procurement with the strategic and ethical direction of the organisation.

**The skills demonstrated in this step include:**

- Evaluating the procurement against the original objectives
- Comparing actual and expected benefits
- Understanding and review business needs and drivers
- Capturing critical incidents for continuous improvement
- Interpreting contracts
- Breaking constraints
- Re-engineering processes for simplification

In this step you assessed yourself at the **Awareness** level. Based on your assessment the accumulated average across the nine self-assessment questions is **1.00**.

### RECOMMENDATIONS

10% Structured training	<p>Attend a workshop: <b>Category Management Essentials</b></p> <p>Attendance will help raise awareness of the category management process and the tools that may be used. Benefits include:</p> <ul style="list-style-type: none"><li>&gt; More appreciation of what category management involves, and the importance of category management to deliver better outcomes</li><li>&gt; More appreciation of the tools and other resources available to support category managers</li><li>&gt; Less likelihood of the category management process failing to realise the planned benefits</li></ul> <p><u>Please note:</u> your e-Learning recommendations are in your e-Learning plan (pg 15 of this document).</p>
20% Social learning	<ul style="list-style-type: none"><li>• Ask a category manager to show you how they evaluate a contract's success. How do they know what has worked and hasn't worked?</li><li>• Study a contract review document. What criteria are used to evaluate a supplier's performance, and what is done with the information?</li><li>• Ask an experienced manager what does and doesn't work when refreshing contracts. How do they decide when to extend a contract or when to approach the market again?</li></ul>
70% Practical application	<ul style="list-style-type: none"><li>• Investigate how your organisation reviews contracts. How are recurring contracts reviewed?</li><li>• Research how your organisation decides whether to exercise options for contract extension. Why do you extend some contracts and not others?</li><li>• Read procurement guidance for reviewing contracts. What governance processes control the 'close out' of contracts, and the decision whether or not to extend/renew agreements?</li></ul>



**Jane Butler**

# *Get ready to embark on your 2015-2016 skills boost program!*

This program has been specifically designed for you  
and includes an e-Learning Plan together with  
workshops that will suit your role and your skills.



Welcome to the  
**Critical Skills  
Boost Program**





# Your e-Learning Plan

Use your e-Learning plan to navigate and work your way through your tailored program of learning.

Your online learning plan is designed specifically around the competencies required to perform in your role of:  
**Contract Manager (including procurement).**

**With this in mind, your focus is likely to be:**

Contract management and managing supplier performance to ensure value is delivered under a contract. In addition to contract management, this role also conducts routine procurement (often low value and/or low risk in nature).

**The activities you are involved in are likely to include:**

Supplier relationship management, cost management, monitoring/managing performance against KPI's, resolving issues, stakeholder management and supplier development, negotiating variations, extensions or renewals, running a tender or RFQ process, offer comparison, negotiating and contracting

The world's leading resource in procurement online e-Learning will be made available for you to advance your knowledge across a range of competencies. Here you will have access to:

- ✓ High-impact videos for you to watch
- ✓ Recognisable situations for you to think about
- ✓ Interactive quizzes for you to test your understanding as you go
- ✓ Course notes for you to download
- ✓ Hundreds of articles for you to read
- ✓ Scores of templates for you to use.

## How to gain access to your e-Learning curriculum.

1

### **Receive details.**

You will receive an email with your login details. You may not receive this immediately – it may take up to a fortnight for you to receive it.

2

### **Follow the link.**

Once you have received this email follow the link inside the email to access your skills boost e-Learning platform.

3

### **Login.**

Using your login credentials, login to the site.

4

### **Access.**

You can now gain access to your learning plan, which has been uploaded for you together with hundreds of articles and templates.

5

### **Begin your learning program as soon as you can.**

Make learning a habit and ensure you watch your videos, review your course work and where application tasks have been provided, make certain that you complete them. '

This will increase your rate of learning and give you a highly beneficial experience.

**YOUR E-LEARNING PLAN IS AS FOLLOWS:**

<b>Competencies</b>	<b>Topics:</b>	<b>Time (h:m)</b>	<b>Level</b>
Sourcing	Influencing Specifications Strategic Sourcing Strategic Sourcing Simulations	8:20	Practitioner
Negotiation	Winning Negotiations Advanced Negotiation Techniques Winning Negotiations Simulations Advanced Negotiation Techniques Simulations	9:25	Practitioner
Legal	Legal issues in Procurement Legal Terms and Templates Incoterms Legal Issues in Procurement Simulations	6:15	Practitioner
Finance	Finance Essentials	2:00	Understanding
Cost Mgmt.	Cost Management Cost Management Simulations	4:10	Practitioner
Operational Procurement	Procure to Pay Management Procure to Pay Simulations	3:45	Practitioner
Contract Mgmt.	Service Level Agreement Contract or Supplier Performance Management Contract or Supplier Performance Management Simulations	5:20	Expert
Category Mgmt.	Category Management Category Management Simulations	8:35	Understanding
Strategy	Corporate Fraud Prevention SRM or Supplier Relationship Management Value Management SRM or Supplier Relationship Management Simulations Value Management Simulations	4:10	Practitioner
Project Mgmt.	Introduction to Project Management	0:30	Awareness

# Your high priority workshops

## There are a range of courses available in the program.

Note: This summary is intended to be used as a guide only and all recommendations are intended to be discussed with your line manager to ensure alignment with organisational, team and individual requirements.

Workshops will help you build your procurement contacts across government. You will receive:

- ✓ Learning content that is directly aligned to your needs
- ✓ Tuition from an industry expert
- ✓ A practical and interactive space to learn
- ✓ Course notes to learn and remember
- ✓ Pre-workshop tasks ... to get you thinking!
- ✓ Post-workshop tasks... to help you remember!
- ✓ An opportunity to network with your colleagues in other agencies and to share experiences.

## These are your high-priority training workshops.

Note: This summary is intended to be used as a guide only and all recommendations are intended to be discussed with your line manager to ensure alignment with organisational, team and individual requirements

### DRAFTING SPECIFICATION AND OFFERS

The workshop will benefit those who are responsible for preparing 'go-to-market' documents, or specifications, requirements, scope of work for inclusion in a contract or procurement process. Attendance will help build understanding of how to develop specifications and go-to-market documents in accordance with 'best practice'. Benefits include:

- > More understanding of the importance of specifications in optimising competition and driving innovation (i.e. outcome focused)
- > More understanding of 'go-to-market' templates and of the resources available to support sourcing
- > Awareness of 'tips and traps' of how to develop effective specifications and 'go-to-market' documents

### YOUR KEY LEARNING OUTCOMES

1. Describe how the specification and offer documents can promote or diminish innovation and competition
2. Develop specifications and 'go-to-market' documents that are outcome focused and appropriate for the project using language which promotes supplier comprehension and engagement
3. Plan key sourcing events allocating timescales that are appropriate to the scale and complexity of the activity.
4. Manage risk and opportunity in the sourcing process

[CLICK HERE TO LEARN MORE ABOUT THIS WORKSHOP >](#)



## CATEGORY MANAGEMENT ESSENTIALS

The workshop will benefit those who are involved in strategic sourcing and category management. In particular this course will benefit people who are new to category management or who may contribute to category management as part of their duties, or those who require a 'refresher'.

Attendance will help raise awareness of the category management process and the tools that may be used.

Benefits include:

- > More appreciation of what category management involves, and the importance of category management to deliver better outcomes
- > More appreciation of the tools and other resources available to support category managers
- > Less likelihood of the category management process failing to realise the planned benefits.

### YOUR KEY LEARNING OUTCOMES

1. Describe the category management framework and identify the ways in which value may be created or lost through effective (or ineffective) category management
2. Define the role of the category manager and describe (in overview) how that role relates to other stakeholders supporting effective category management
3. Identify the tools and resources that are appropriate at each phase of category management

[CLICK HERE TO LEARN MORE ABOUT THIS WORKSHOP >](#)

## LEGAL ASPECTS OF ESTABLISHING AND MANAGING CONTRACTS

The workshop will benefit those who undertake contract management or establish contracts with suppliers as part of their duties - in particular people who are new to contract management or sourcing, or those who require a 'refresher'. Attendance will help raise awareness of the legal framework for establishing and managing contracts and the principles and issues raised by poor or non-performance. Benefits include:

- > More appreciation of the legal context of contract management
- > More awareness of how contract managers may deal with poor or non-performance
- > Less likelihood of the contract manager unintentionally exposing their organisation to risk of litigation.

### YOUR KEY LEARNING OUTCOMES

1. Describe the principles of contract formation and relate that to the procurement process
2. Identify a selection of terms found in contracts and describe their significance in the event of poor performance causing breach of the contract
3. Describe the circumstances and processes appropriate to contract termination and relate the principles to their own contracts
4. Describe alternative ways of resolving disputes other than litigation or termination

[CLICK HERE TO LEARN MORE ABOUT THIS WORKSHOP >](#)

# How to gain access to your Critical Skills Boost Workshops.

## OPTION ONE

Using the booking calendar, you can go ahead and **book yourself** onto your recommended workshop!

- Select the workshop you want to attend
- Input your details and corporate credit card (secure payment)
- Receive your receipt of payment
- You are now registered and your seat is reserved at the training event.

**I WANT TO BOOK NOW! >**

## OPTION TWO

Your manager will book the entire team on a particular workshop.

If this is the case, wait to receive your event registration email from your manager.

It will contain all of the information you require to attend your workshop.



## The skills boost you've been waiting for is here.

**Now it is up to you.**

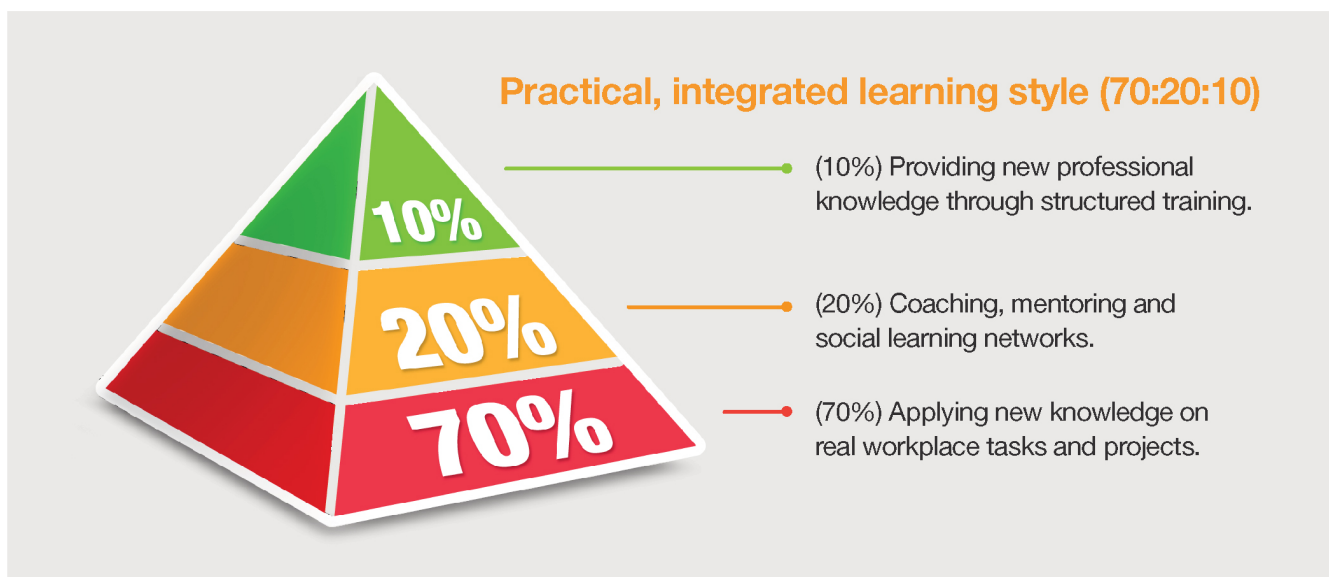
This is your opportunity to access the world's leading resource in procurement e-Learning together with industry-leading workshops. With access to a rich tapestry of information you can thread learning into your every day work life.

- ✓ Each focus area has been aligned with agency priorities to complement existing training and continue building procurement capability across three levels – for individuals, agencies, and Queensland Government.
- ✓ No matter what you're looking for, there's something for everyone – individual training recommendations, access to a wide range of resources through an eLearning platform, practical workshops giving you targeted skills development and opportunities to connect with other procurement professionals across government and resources that will further your career .
- ✓ The flexible nature of the program allows you to learn at your own pace and at a time that's convenient for you.
- ✓ Workshops will provide opportunities for cross-agency networking, allowing you to share experiences and learning's, and build your procurement contacts across government.
- ✓ The learning doesn't stop here, with post-workshop activities and resources available via the e- Learning platform you can continue your skills boost when it's convenient for you.

# Integrate your learning into your everyday tasks.

The impact of your formal training increases significantly when:

- ✓ You engage with your manager before and after your training workshops to gain their advice on the application of the material in your environment.
- ✓ You use your e-Learning resources regularly and make learning part of your working environment.
- ✓ You apply what you have learnt in a practical context.
- ✓ You discuss what you have learnt with colleagues who have performed similar work and can offer practical advice.



# The Critical Skills Boost Program.

is delivered to you by Comprara

Comprara work with ASX 200 companies including some of the largest organisations in Australia and New Zealand in Telecommunications, Health, Energy, Financial Services, Retail Banking, Aviation, Manufacturing, Utilities, Transport, FMCG, Resources as well as the Public Sector including water authorities, local government and not-for-profit organisations.

## PROCUREMENT SOLUTIONS THAT HELP YOU GAIN MORE GROUND

Typically Comprara is appointed by the Chief Procurement Officer to deliver quick results, minimise supply risks, review and transform processes, recover delinquent projects, build capabilities and tackle tough spend categories. You can lean on us to help you reduce the overall cost of acquisition through best practice sourcing and purchasing strategies, processes and technologies.



### Strategy

By taking the unbeaten road, our clients make discoveries they had never seen before.



### Solutions

Toolkits packed with smarts. We've done the thinking for you.



### Services

From operational to mission critical, it's our job to secure supply.



### Training

Achieve better pricing, lower risks and unlock greater value.



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