

Your Training Needs Analysis Report

Prepared for:

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Contract Management

Training Needs Analysis

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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 contract management.

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 contract management 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 you provided information to us. This information is displayed below for your reference.

YOUR REGISTRATION INFORMATION

First Name	Dennis
Last Name	Leicht
Email Address	Dennis.leicht@hpw.qld.gov.au
Manager's First Name	Barry
Manager's Last Name	O'rourke
Manager's Email Address	Barry.orourke@hpw.qld.gov.au

YOUR DETAILS

Organisation	Housing and Public Works
Division	Division
Location	Mackay
Role	Contract Manager
Level	Operational Leader
Position	Principal contract officer
The nature of the goods/services that you most commonly procure, or manage contracts for?	Social Services
Phone number	07 49670982

Your assessment summary

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

Your overall score is **409.00** out of a maximum score of 504.

This represents an average score of **51.13** 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
Planning and Governance	5.78	Practitioner
Measuring Performance	5.00	Practitioner
Building Relationships	6.00	Practitioner
Reviewing Performance	5.56	Practitioner
Sponsor Improvement	5.78	Practitioner
Administer Contract	5.56	Practitioner
Managing Risk	6.00	Practitioner
Commercial Awareness	5.78	Practitioner

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. Planning and Governance

Planning and governance refers to capabilities for planning, measuring and controlling a contract. The contract manager 'kicks off' with a meeting and ensures promises are kept, milestones are met and there are 'no surprises'. Monitoring outcomes, ensuring results match objectives of performance and changes to scope controlled. Progress reporting means capturing results, outputs and outcomes and unless undertaken effectively could prompt unforeseen events and jeopardise the contract.

ASSOCIATED COMPETENCIES

1. Judges the criticality of the contract, prioritises time and resources to the management of the contract
2. Plans, organises and schedules key milestones so critical events occur at appropriate times
3. Integrates contract plans with others in the organisation to achieve overall business objectives
4. Designs and manages routines ensuring contractual changes conform to a set of standard rules
5. Prepares for, and subsequently manages meetings with provider(s)

RECOMMENDATIONS

10% Structured training	<p>Attend a workshop: Intermediate Contract Management</p> <p>Attendance will help build understanding of the role and contribution of effective performance measures and contract management plans in contract management. Benefits include:</p> <ul style="list-style-type: none">> 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
20% Social learning	<ul style="list-style-type: none">• Ask a contract manager to describe their biggest mistake. Were the issues unforeseen and unforeseeable? Or should they have developed appropriate contingency plans?• Ask a contract manager to review your contract plan. Would they manage it in the same way? If not, why not?• Ask a contract manager how they capture 'lessons learned' during and at end of a contract? What are they key lessons?
70% Practical application	<ul style="list-style-type: none">• Develop a checklist for a contract from start to finish. Is every contract different, or do they all have a common core of activities and processes?• List the stakeholders for a contract you manage. Review the relationship you have with each. Are they where they need to be for effective communication? If not, why not?• Develop a briefing note for an incoming provider so they have a 'FAQ' for addressing contract governance issues.

2. Measuring Performance

Measuring performance refers to capabilities for measuring the provider against dimensions defined in the contract. Understanding objectives and the provider's contribution ensures development of metrics and practical routines to capture and report on performance. Monitoring performance against agreed measures ensures the level of service being paid for is delivered. Provider self-assessment can be supplemented by measures commissioned by the client and governance groups require regular briefings on progress.

ASSOCIATED COMPETENCIES

1. Identifies the key outputs of the contract and links those outputs to overall organisational performance or other targeted outcomes
2. Develops appropriate metrics for each key dimension of performance
3. Designs and implements appropriate operational routines to capture and report on performance against agreed metrics
4. Monitors the provider in measuring and reporting upon their own performance
5. Reports contract results to stakeholders in ways that are accessible and make their significance easy to understand

RECOMMENDATIONS

10% Structured training	<p>Attend a workshop: Drafting Specification and Offers</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">> 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
20% Social learning	<ul style="list-style-type: none">• Discuss with a contract manager if 'management-by-walking-around' is a viable way of acquiring evidence of what is really happening.• Ask a contract manager how they deal with negative feedback and find a balanced perspective. How do they know when the feedback should be relayed to the provider?• Ask a contract manager how they validate a provider's data is factual of actual performance and reliable?
70% Practical application	<ul style="list-style-type: none">• Review the metrics used by a contract manager to measure provider performance. How many and what do they measure? What does this tell you?• Review a provider's self-assessment report. Does the contract manager validate the performance data and what do they do with it? What does this tell you?• Review a single measure that addresses service quality. Over what time frame and how often is performance measured?

3. Building Relationships

Building Relationships refers to capabilities for building and developing co-operation and influencing stakeholders. Contract managers engage with stakeholders, build rapport around common goals to influence the provider to promote better performance and results for their client by maintaining an open dialogue.

Building person-to-person relationships and trust is key. A mechanism to profile significance and differentiate interactions is required to ensure focus on key stakeholders.

ASSOCIATED COMPETENCIES

1. Identifies stakeholders both within the organisation and within the provider's organisation
2. Identifies the motivations of other stakeholders and adapts the engagement with them to align with their goals
3. Builds rapport and develop person-to-person relationships with key stakeholders
4. Influences others and align their priorities around common goals
5. Communicates persuasively both orally and in writing

RECOMMENDATIONS

10% Structured training	<p>Attend a workshop: Risk Management & Stakeholder Engagement</p> <p>Attendance will help raise understanding of how to identify, engage and manage stakeholders effectively, and how to identify assess and manage risks effectively and the tools that may be used. Benefits include:</p> <ul style="list-style-type: none">> More understanding of the importance of category management to deliver better outcomes> More understanding of the tools and other resources available to support stakeholder management and risk management in a procurement context> Less likelihood of failing to realise the planned benefits due to poor stakeholder engagement or ineffective risk assessment.
20% Social learning	<ul style="list-style-type: none">• How do you ensure an effective two-way exchange of communication with your stakeholders?• How do varying degrees of trust between parties affect ongoing relationships?• How do you resolve conflict with your stakeholders when there is a substantial difference in perspective?
70% Practical application	<ul style="list-style-type: none">• How do you ensure an effective two-way exchange of communication with your stakeholders?• How do varying degrees of trust between parties affect ongoing relationships?• How do you resolve conflict with your stakeholders when there is a substantial difference in perspective?

4. Reviewing Performance

Reviewing Performance refers to capabilities to analyse data, review implications and give feedback. The contract manager interprets performance reports to identify patterns and trends and explores results, then gives the account manager feedback and develops plans for the next period. Maintaining an open dialogue and building co-operation leads to opportunities for improvement. Understanding the significance of results develops an appreciation for expressing feedback to promote acceptance over argument.

ASSOCIATED COMPETENCIES

1. Analyses and interpret performance data and separates key issues from day-to-day 'noise' of operational issues
2. Identifies patterns and trends in the information and reaches appropriate conclusions
3. Reviews information jointly with the provider and develops shared prioritisation of implications
4. Presents feedback to the provider in ways which results in the feedback being accepted
5. Responds to feedback from the provider sensitively and focuses the provider on problem resolution rather than blame or excuses

RECOMMENDATIONS

10% Structured training	Attend a workshop: Supplier Relationship Management Attendance will build capability in managing strategic suppliers and contracts, and designing and managing effective improvement programs. Benefits include: <ul style="list-style-type: none">> More capability in aligning suppliers to work co-operatively on joint projects with shared goals> Less likelihood of the contract outcomes failing to meet expectations or forecast benefits> Greater understanding of influencing and interpersonal skills required to build effective relationships.
20% Social learning	<ul style="list-style-type: none">• Ask a contract manager how they resolve each party having a different interpretation of the same set of performance data. Can agreement be reached?• Ask a contract manager to describe their biggest mistake. Were the issues unforeseen and unforeseeable? Did it trigger change?• Ask a contract manager how they prioritise items for discussion with a provider when it is poor performance that is to be discussed.
70% Practical application	<ul style="list-style-type: none">• Plan sequencing feedback to a provider with finishing on a positive note. Did the provider notice? Did it motivate them?• Plan a provider performance review where you separate the facts from your opinion. Did this help the process?• Can you recall being the subject of negative feedback? Was your first response defense? How else might you respond?

5. Sponsor Improvement

Sponsoring Improvement refers to capabilities for managing performance. Contract managers identify performance problems and explore root causes. Effective working relationships are required to diagnose, develop and implement workable solutions. Ensuring performance is on target means understanding the impact of under performance on the business, before setting targets for improvement and monitoring the provider against them with the aim to motivate to improve performance to achieve the best outcome.

ASSOCIATED COMPETENCIES

1. Identifies performance issues that impact upon organisational outputs
2. Analyse issues and identifies opportunities for improvement
3. Diagnoses potential root causes of performance problems
4. Engages with the provider to set targets for improvement, and support the provider in improvement processes
5. Demonstrates and promotes continuous improvement and support others in meeting goals

RECOMMENDATIONS

10% Structured training	Attend a workshop: Negotiating Outcomes Attendance will help raise awareness of the sourcing process and the tools that may be used. Benefits include: <ul style="list-style-type: none">> More appreciation of the importance of planning to deliver better outcomes> More appreciation of the tools and other resources available to support strategic sourcing> Awareness of 'tips and traps' of how to deliver a procurement process that drives outcomes and value for money
20% Social learning	<ul style="list-style-type: none">• Attend a problem resolution session. Are the behaviours positive or counter-productive? What have you learnt?• Ask a contract manager how they exercise control over their time so they can invest in improvement.• Ask an account manager if their KPI's are related to client satisfaction, account profitability or both. What does this tell you?
70% Practical application	<ul style="list-style-type: none">• Map the contract objectives against the business goals. Have you communicated this link to the provider?• Review the language being used about the contract. Is it positive and forward-looking or negative and framed in the past? What does this tell you?• How much influence do account managers have on provider performance? Or is provider performance systemic to the company?

6. Administer Contract

Administering the contract refers to capabilities to keep records, report on performance and outcomes.

Contract Managers handle administrative processes, record events and communicate with stakeholders to support outcomes by understanding policies and procedures, significant documents, events and principles of effective communication. They organise operational routines so records are captured, shared and stored for use. The challenge is maintaining focus on detailed issues without losing sight of the 'big picture'.

ASSOCIATED COMPETENCIES

1. Keeps records of key events during the contract to support subsequent decision making
2. Keeps records of key meetings, such as kick off meeting and performance review meetings
3. Keeps records of communication from stakeholders, such as feedback and problems raised
4. Keeps records of communication from providers, such as invoices, performance reports and other correspondence
5. Ensures that stakeholders are kept informed about the performance of the contract and the results delivered

RECOMMENDATIONS

10% Structured training	Attend a workshop: Advanced Contract Management Attendance will help build capability in effective contract management. Benefits include: <ul style="list-style-type: none">> More knowledge and capability in managing contracts throughout their lifecycle> More knowledge and capability in applying tools and techniques of contract management to a range of contracts> Less likelihood of the contract outputs or outcomes failing to meet expectations in terms of cost and value
20% Social learning	<ul style="list-style-type: none">• Ask a contract manager how they distinguish between outputs and outcomes.• Ask a contract manager how they create operational routines to capture, store and share records.• Ask a contract manager how they deal with invoice discrepancies.
70% Practical application	<ul style="list-style-type: none">• How do you create channels of communication to facilitate a two-way exchange of information about contract performance?• How well do the existing controls on invoice payments work?• How do you decide what is significant enough to record and what is just 'noise' on a day-to-day basis?

7. Managing Risk

Managing Risk refers to capabilities to identify, scale and manage risk. Contract managers avoid 'surprises' by undertaking risk analysis and working with the provider to create a culture focused on risk minimisation. Risks are scaled to profile likelihood and are treated to minimise impact. Managing contingencies using risk management principles can improve business outcomes. The contract contains clauses to treat risk by transferring some to the provider or with insurance.

ASSOCIATED COMPETENCIES

1. Identifies the risks presented by ongoing contract management
2. Scales risks and prioritise the most important risks
3. Develops and implement practical strategies to mitigate risk
4. Visualises the service delivery process and the impact of provider performance on outputs, and develops appropriate contingency plans
5. Organises and manage other stakeholders, including provider personnel to participate in jointly managing risk

RECOMMENDATIONS

10% Structured training	Attend a workshop: Legal Aspects of Establishing and Managing Contracts 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: <ul style="list-style-type: none">> 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
20% Social learning	<ul style="list-style-type: none">• Ask a contract manager how they distinguish between a 'one off' and a recurring series of similar events to identify emerging risks.• Ask a contract manager how they calibrate likelihood and consequence for risks other than health and safety.• Ask a contract manager how they assess a provider's ability to manage risk.
70% Practical application	<ul style="list-style-type: none">• Review a contract you manage. Have you updated the schedule of potential risks during its progress? Should you?• Ask an account manager how their organisation scales risk. What does this mean for the contract manager?• Consider the key residual risks in a contract you manage. What is your role in ensuring continuity of delivery?

8. Commercial Awareness

Commercial awareness refers to capabilities for managing commercial and financial processes during a contract. Realising planned results requires the contract manager to act in the interest of the organisation, balanced with co-operation and protecting commercial positions by understanding the goals and objectives of both contract and provider by monitoring budgets and controlling costs. Achieving budgets and commercial outcomes by understanding cost drivers and value ensures minimising total cost of ownership.

ASSOCIATED COMPETENCIES

1. Manages the performance of the contract in such a way as to optimise the commercial outcomes for the organisation
2. Manage costs during the contract in order to achieve budgets and other financial goals
3. Reviews invoices and approves payments strictly in line with contractual liabilities
4. Negotiates effectively with internal and external stakeholders, including the provider's personnel, to achieve better outcomes
5. Makes sound commercial judgements that contribute to the business goals of the organisation

RECOMMENDATIONS

10% Structured training	<p>Attend a workshop: Advanced Contract Management</p> <p>Attendance will help build capability in effective contract management. Benefits include:</p> <ul style="list-style-type: none">> More knowledge and capability in managing contracts throughout their lifecycle> More knowledge and capability in applying tools and techniques of contract management to a range of contracts> Less likelihood of the contract outputs or outcomes failing to meet expectations in terms of cost and value
20% Social learning	<ul style="list-style-type: none">• Ask a contract manager about behaving assertively with a provider. When they raised an issue, how did they feel? Were they met with resistance?• Ask a contract manager how they handle a provider who declines to take responsibility for a problem of their making?• Ask a procurement practitioner how they approach reducing total cost in practice? What have you learnt?
70% Practical application	<ul style="list-style-type: none">• Review the cost and value drivers on a contract you manage. What influence do you have on them?• Consider the behaviours demonstrated by your account manager. Are they behaviours you value and emulate or the opposite? What does this mean for you?• Model the total cost of ownership for the service a provider delivers. What is the ratio of 'price' to 'non-price' cost elements?



Dennis Leicht

*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.



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**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.

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

Managing supplier performance and contract compliance to ensure value is delivered under a contract, with a continuous improvement focus.

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.

The world's leading resource in procurement online e-Learning will be made available for you to advance your knowledge across the 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:

Competencies	Topics:	Time (h:m)	Level
Sourcing	Influencing Specifications Strategic Sourcing Strategic Sourcing Simulations	6:50	Understanding
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 procurement strategy Incoterms Legal Issues in Procurement Simulation	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 SPECIFICATIONS AND OFFERS

This workshop aims to equip participants with knowledge and skills to improve their capability in how to draft specifications (also known as requirements, scope of work etc.). 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 >](#)

SUPPLIER RELATIONSHIP MANAGEMENT

This workshop aims to further develop capability in improving the outputs and outcomes from the management of relationships with strategic suppliers, and strategic contracts. It is aimed at contract managers who are responsible for managing strategic contracts and/or strategic suppliers. The focus is upon ensuring strong relationships and changing the status quo to deliver better value. It is assumed that participants in this workshop are experienced in contract management, and are familiar with contract management tools and techniques. Attendance will build capability in managing strategic suppliers and contracts, and designing and managing effective improvement programs. Benefits include:

- > More capability in aligning suppliers to work co-operatively on joint projects with shared goals
- > Less likelihood of the contract outcomes failing to meet expectations or forecast benefits
- > Greater understanding of influencing and interpersonal skills required to build effective relationships.

YOUR KEY LEARNING OUTCOMES

1. Design interactions with 'strategic' suppliers, focusing effort in proportion to risk, value and complexity
2. Manage benefit realisation during the contract so that contract results are more consistent with forecasts
3. Engage with and motivate suppliers to align with structured improvement programs
4. Design and implement an appropriate 'dashboard' of metrics and key performance indicators

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

ADVANCED CONTRACT MANAGEMENT

This workshop aims to develop capability in applying a range of tools and techniques in contract management. The workshop will benefit those who are responsible for managing contracts that are complex, high value and/or high risk, and generally those who wish to develop their existing capability in contract management. Attendance will help build capability in effective contract management. Benefits include:

- > More knowledge and capability in managing contracts throughout their lifecycle
- > More knowledge and capability in applying tools and techniques of contract management to a range of contracts
- > Less likelihood of the contract outputs or outcomes failing to meet expectations in terms of cost and value

YOUR KEY LEARNING OUTCOMES

1. Recognise and respond to key challenges when managing contracts
2. Deploy a range of contract management tools and demonstrate appropriate behaviours in a range of contract management situations
3. Manage cost and supplier performance during the contract so that contract outcomes are consistent with expectations
4. Manage contracts in a way that ensures effective stakeholder engagement.
5. Comply with the contract management framework and reduce the impact of uncertainty upon contractual results

[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.

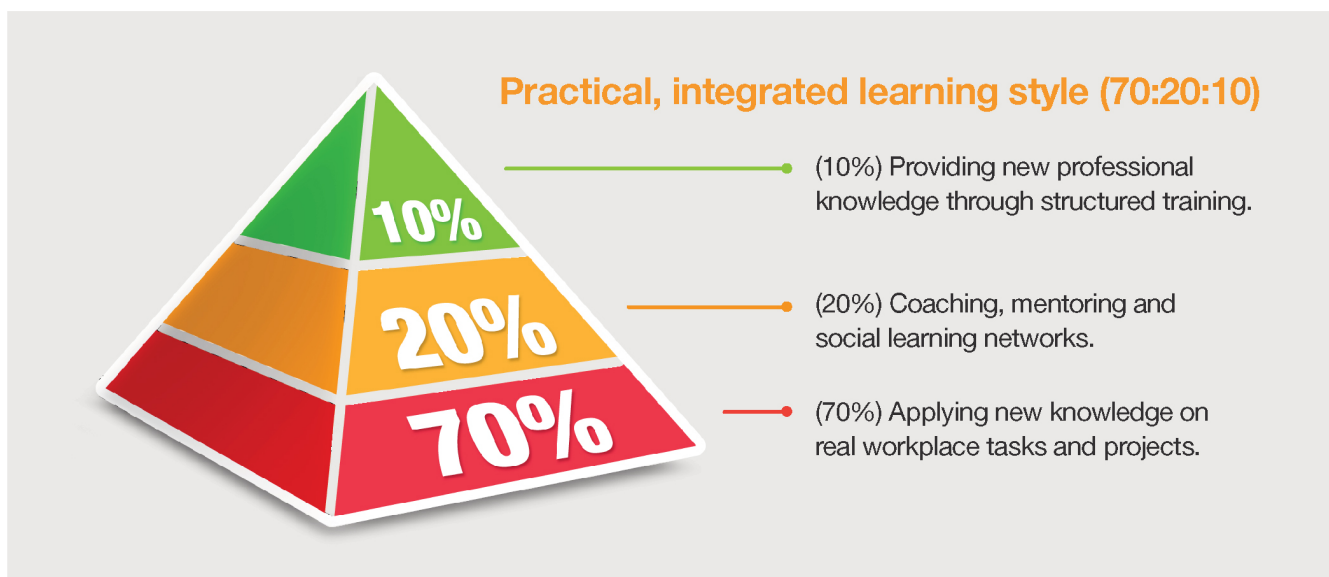
This is your opportunity to access the world's leading resource in procurement e-Learning together with industry-leading workshops. With access to a rich tapestry of information you can thread learning into your every day work life.

- ✓ 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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Victoria 3000 Australia
Telephone: 61 3 8606 0379
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Disclaimer

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