

Contract Management Masterclass: Governance, Risk & Delivery

Duration: 5 Days

Language: en

Course Code: PO5-102

Objective

During this course, you'll learn:

- Uncover the best contracts suitable for your organisation.
- Learn the legalities when considering implementation.
- Learn the practical application and process creation of contract creation.
- Recruit the right people for your roles.
- Learn to cost a contract and deal with financial hurdles.
- Accurately analyse performance and manage deliverables.
- Manage underperformance and provide progress reports.
- Understand the intricacies of claim and dispute management and what they can mean for your organisation.

Audience

Becoming An Expert in Contract Management is ideal for anyone managing contracts or contractors. It's especially beneficial for:

- Contract Managers
- Bid Managers
- Financial Managers
- Recruitment Consultants
- Commercial Managers
- Construction Managers
- Procurement Managers
- Operations Managers
- Buyers
- Project Managers
- Engineers

Training Methodology

This training is designed to accommodate all adult learning styles. It features creative presentations and innovative, practical exercises that will help you explore the world of contract management.
The course will highlight key areas of focus through accessible learning guides and tools and will encourage group discussion to share best practices before creating forward-thinking process plans.

Summary

Throughout this course, you'll gain the essential skills and knowledge you need to win a contract with other providers successfully. You'll understand how to successfully implement a new contract into your business model and follow through to deliver your promises to your client. You will discover various ways of managing your new contract and reviewing your performance to ensure you continually improve and develop with the contract to keep that revenue rolling in.
This course will help you evaluate the best contracts for your business style and processes and implement them successfully. You'll also work to understand the legalities around contract application and how to excel beyond the contract delivery aims.

Course Content & Outline

Section 1: Bidding to Win

- Consider the tendering process and how to express your interest.
- How to produce a winning bid against objectives.
- Look at terms and conditions and how to make them work within your organisation.
- Applying your previous skills to the current bid – how to prove you are the best choice.
- Reviewing the specifications.
- Understanding risks and how to mitigate them.
- Negotiation techniques – how to ensure your deliverables are realistic.

Section 2: Implementation

- Reviewing standard contract types – ICC, FIDIC & NEC.
- Reviewing your legal standpoint.
- Warranty clauses, bonds and guarantees.
- Negotiating realistic KPIs and SLAs and implementing these into your working structure.

Section 3: Recruitment

- Understanding the workload and recruiting effectively.
- Getting the right people on the job to push productivity.
- Reviewing your contract specification and how to deliver with your people.
- The legalities around short-term contracts and what they mean for your staff.
- Alternative resourcing to cover absence or extra workload.

Section 4: Process & Procedure Development

- Tracking changes and implementing fixes.
- Managing performance with employees.
- Generating buy-in from employees motivates working towards deadlines.
- Creating processes to avoid a single point of failure.
- Dealing with health & safety implications.
- Disaster recovery processes.
- Process mapping and plan B application.

Section 5: Financing Management

- How to accurately measure costs.
- Creating a Cost-Benefit Analysis.
- Where can cost-cutting be beneficial, and where can it be detrimental?
- Understanding insurance and your obligations.

Section 6: Delivering on Agreements

- Potential claim style or funding queries and how to handle them professionally.

- Approaching clients with news on delays or cost problems.
- How to handle contract termination.
- Penalties and service credits – how to handle your client’s expectations.
- Litigation and arbitration.

- Liability management – getting your contract terms in place.
- Increasing scope or creating realistic expectations.
- How to accelerate delivery without cutting corners.

Section 7: Reviewing and Revisiting – For Continuous Improvement

- Creating effective review processes and presentations to display results.
- Closing out a contract and visiting development areas.
- Reviewing delivery times and identifying pain points.
- Understanding where processes could have been tighter and agreeing on future solutions.
- In-depth inspection of suppliers and certification.

Certificate Description

Upon successful completion of this training course, delegates will be awarded a Holistique Training Certificate of Completion. For those who attend and complete the online training course, a Holistique Training e-Certificate will be provided.

Holistique Training Certificates are accredited by the British Assessment Council (BAC) and The CPD Certification Service (CPD), and are certified under ISO 9001, ISO 21001, and ISO 29993 standards.

CPD credits for this course are granted by our Certificates and will be reflected on the Holistique Training Certificate of Completion. In accordance with the standards of The CPD Certification Service, one CPD credit is awarded per hour of course attendance. A maximum of 50 CPD credits can be claimed for any single course we currently offer.

Categories

Engineering, Law, Contracts and Legalities, Quality & Productivity

Tags

Contracts, Bid, Bidding, Procurement, Risk Mitigation, Dispute Management, Cost

Related Articles



How to Become a Contract Management Expert in 2025

Become a contract management expert—master legal nuances, strategy, and collaboration to align goals, reduce risks, and build a successful career.

YouTube Video

https://www.youtube.com/embed/G0oOhIsceKM?si=eLQaqJBPlilrjW5k