

Managing Client-contractor Relationships

Duration: 5 Days

Language: en

Course Code: PO1-131

Objective

Upon completion of this course, participants will be able to:

- Understand the importance of managing client-contractor relationships within an organisation.
- Engage in open communication with all parties to ensure the service can be conducted as accurately and efficiently as possible.
- Assess all relevant health and safety regulations to ensure the service is fully compliant.
- Build a positive relationship with all involved parties to generate trust and increase motivation.
- Ensure all resources and equipment are available on-site to prevent contractor delays.

- Ensure that multiple channels of communication are available at all times.
- Acquire all necessary work permits and implement various security measures to protect contractors.

Audience

This course is designed for anyone responsible for managing contractors and building a professional relationship with them. It would be most beneficial for:

- Operations Managers
- Contractors and Sub-contractors
- Facilities Managers
- Legal Advisors
- Communications Managers
- Contract Managers
- HSE Officers

Training Methodology

This course uses a variety of adult learning styles to aid full understanding and comprehension. Participants will review real-world examples of service contracts to highlight specifications, tender information and terms and conditions and how these can influence the nature of the client-contractor relationship.
To guarantee a full understanding of the taught content, the participants will partake in various learning methods, including presentations, group discussions, individual activities, and role-playing activities. This combination of methods will ensure the participants can develop a full and comprehensive understanding of the subject knowledge and all related practical skills.

Summary

For any organisation that outsources contractors to conduct a service, managing the relationship between client and contractor is crucial to ensuring the process is as smooth and effective as possible. Maintaining a positive relationship between all parties helps build trust and removes possibilities for miscommunication.
Open communication is a vital step in managing relationships. Communicating clearly and concisely with all parties reduces the possibility of confusion and enables the service to be conducted as efficiently as possible. Communication also allows the contractor to feel comfortable providing professional opinions and suggestions that may improve the overall service.
However, managing relationships goes beyond communication. Managing contracts and health and safety are also key components of the relationship. Ensuring that the environment is completely safe to work in will help build trust between parties. Furthermore, having a strong service contract will protect all parties and help guarantee the service will be completed as needed.

Course Content & Outline

Section 1: Introduction to Contractors

- Define contractors, their importance and their necessity within an organisation.
- What skills would a contractor typically possess alongside their competencies and responsibilities?
- Exploring the different types of contractors and identifying which speciality is best suited for the service.
- Understanding what to look out for when searching for the ideal contractor.

Section 2: Health and Safety

- Investigate all relevant health and safety regulations to ensure full compliance.
- Ensuring the contractor has full access to necessary facilities – bathrooms, break area and more.
- Conducting a risk assessment to identify potential risks.
- Analysing risk data and establishing a risk management plan detailing all preventative measures and corrective actions.

Section 3:Communication

- Maintain multiple channels of communication throughout the service.
- Engaging in open and honest communication ensures all parties fully comprehend what is expected.
- Utilising clear and concise language to avoid confusion.
- Providing encouragement and motivation through language.

- Recognising situations of tension and dissolving conflict before the service is impacted.

Section 4: Managing Contracts

- Understand how to create an effective service contract.
- Guaranteeing accessibility and readability through clear formatting and structuring.
- Including the service specifications, terms, and conditions.
- Setting expectations of deadlines and resources required.
- Proceeding through the tender process and structuring pricing schedules.
- Present the draft to all involved parties and make any necessary adjustments before producing the final copy.
- Common mistakes to avoid when drafting contracts.

Section 5: Monitoring Performance

- Closing and monitoring the progress of the service to ensure deadlines are being met.
- Discussing each step with contractors to prevent misunderstanding.
- Placing trust in the contractor to conduct their service.
- Providing resources as needed and making adjustments to the budget as needed.

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.

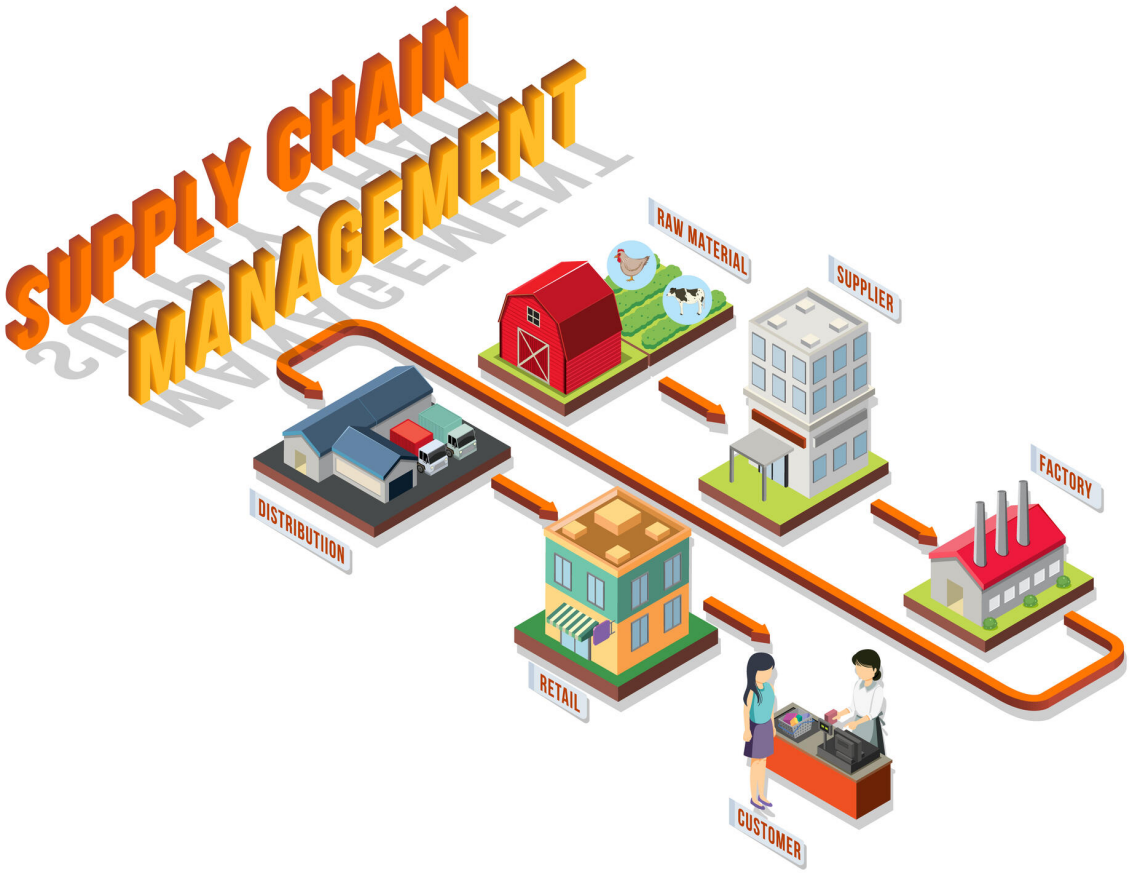
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Consultation & Services, Management & Leadership, Procurement, Warehouse, Logistics & Supply Chain

Tags

Communications, Client-contractor Relationship, Client Mangement

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