

Winning Collaborations

2022 Course Outline

Communicating Effectively and Confidently

- **Communicating with confidence**
 - How to establish your credibility
 - Conversing one-on-one
 - Listening until you really hear
 - Asking the right questions without being intrusive
 - Asking questions so people understand and remember what you say
 - Giving feedback and criticizing without crippling
 - Coaching or giving advice that someone can really use
 - Negotiating so everyone feels like a winner
- **Communication mastery**
 - Different communication styles
 - Working with virtual teams
 - Communicating across cultures
 - High-context vs. low-context
 - Sequential vs. synchronic
 - Affective vs. neutral
 - Communicating as a global leader
 - Culture and communication styles

The Art of Negotiation

- **Definition of negotiation**
- **Getting ready to negotiate**
 - Knowing your counterpart
- **Styles of negotiation**
 - Creating win-win deals

- **Mastering negotiation**

- The negotiation
- We are deadlocked
- Managing emotions
- Closing the deal

Creating a Team

- **Relationship management**

- Executive steering team
- Relationship management team
- Service delivery/implementation team
- Having a solid and effective team
- Create your teams

- **Pre-implementation planning**

- Discovery
- Gap analysis
- Process mapping
- Quality assurance

Vendor Management

- **Service-level agreements (SLA)**

- Components of a service-level agreement
- Common SLA metrics
- Compensation – fees and expenses
- Duties and responsibilities
- Security
- Confidential information
- Legal compliance and resolution of disputes

- **Performance-level contracts**

- Key performance indicators and SLA penalties
- SLA with penalty for failure to achieve example

- **Contract management**

- General terms and conditions

Winning Collaborations *Cont'd*

Implementation

• Implementation

- Communication plan
- Resource availability
- Data integration
- Plan to phase out legacy systems
- Risk assessment
- Information technology capacity
- Data cleansing and extraction
- Historical data storage
- Change management

• Client advisory boards

• Request for enhancements

- Critical business issues to address
- Compliance issue
- Desire to make the “process simpler”
- Industry trends change
- Submitting the request for enhancement
- Request for enhancement name
- Enhancement description (What you want to do)
- Request for enhancement business justification (Why you want to do this)
- Areas to consider for enhancement categories in your request
- Areas to consider for enhancement decisions in your request
- Business justification narrative
- Detailed requirements
- Processing alternatives
- Security requirements

Maintaining the Partnership

• Management reports

- Management report examples
- Support management

• Governance structure

- Operational governance

• After go-live

- Change management approach
- Training plans
- Processes and operational metrics
- Reporting tools to measure standards
- Self-service tools
- Develop metrics for performance
- Roles and responsibilities in service delivery model
- Upgrades
- Transition to go-live implementation
- Escalation procedures/governance
- Level 1 – Critical business impact (Production down)
- Level 2 – Serious business impact (Production degraded)
- Level 3 – Minor business impact
- Level 4 – No business impact
- Level 5 – Enhancement request