

Course Synopsis: Supplier Relationship Management

Relatively early in an employee's career, they may find themselves tasked with a range of liaison activities with suppliers. These activities may often appear mundane and functional. However, the ways in which these relationships are managed **reflect** upon the image of the organisation, set a precedent for future dealings, and may have a strong bearing on wider commercial outcomes.

Supplier Relationship Management provides a comprehensive guide to establishing strong and healthy relationships with suppliers, leveraging these relationships for mutual advantage, and controlling potential areas for conflict or damage. We will work our way through the entire relationship cycle, gaining experience with practical tools to manage the relationship as we go. Throughout the whole of this course, we will develop the communication and interpersonal skills necessary to develop beneficial supplier relationships on behalf of your organisation.

Learning Outcomes

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

- Describe and plan for all of the stages of the supplier relationship cycle;
- Recognise and avoid potential pitfalls with supplier relationships;
- Leverage successful supplier relationships for mutual advantage;
- Explain how interactions with suppliers may have wider-ranging impacts for your organisation's interests;
- Promote a positive image for your organisation in all your dealings; and
- Help your organisation to achieve 'preferred client' status within your market.

The target audience for this course is two-fold: it has been designed to meet the needs of graduates, and other high-potential employees who may be looking to maximise their contribution in supplier relationship management and commercial development.

Course duration: 1 day

(may be scaled up to 2 days, through the inclusion of additional context-specific skills development activities)



Hybrid Learning Delivery Format

In 2020, TechKnowledgey® rolled out our Hybrid Learning Format for all Short Courses – as an alternative to the face-to-face delivery model.

The Hybrid Learning Format:

- covers the full syllabus of the face-to-face Short Course;
- offers the same volume of learning; and
- continues to deliver the same number of Continuing Professional Development (CPD) points.

Additional benefits of the Hybrid Delivery Format are that it:

- accounts for ongoing uncertainty around access to physical workplaces, and numbers allowed to congregate; and
- minimises impacts on production time, flowing from staff training commitments.

The **Delivery Structure** is as follows:

Module	Description	Timing
1: Pre-Work	<p>Self-paced work, completed on TechKnowledgey's Learning Management System (LMS).</p> <p>This Pre-Work is extremely valuable for your learning – and to prepare you to engage to the fullest in the Live Training Session.</p> <p>The Pre-Work will introduce you to the core tools and concepts used within this knowledge domain.</p> <p>All Pre-Work is activity-based, and directed towards practical knowledge acquisition.</p>	<p>Study Time: approx. 2 hrs</p> <p>Released prior to Live Session.</p>
2 Live Training Session	<p>The Live Session is delivered synchronously, via video-conferencing. You will work and learn with fellow participants, who may be located in many diverse locations.</p> <p>The Live Session is structured around small-group activities, and focuses on real-world skills development.</p>	<p>Duration: 1.5 hrs</p> <p>Scheduled to suit your time zone.</p>
3: Post-Work	<p>The Post-Work is a key component in consolidating your learning.</p> <p>It consists of small-group work completed on TechKnowledgey's® LMS.</p> <p>Your reference & Post-Work resources (plus submission points for finalised tasks) are hosted on the LMS.</p> <p>Our assessors will review your submissions, and provide feedback for your ongoing skills development.</p>	<p>Study Time: approx. 2 hrs</p> <p>To be completed within 1 week following Live Training Session.</p>

TechKnowledgey® provides ongoing learning support to participants via LMS, for 1 week following completion of Post-Work.

