Strategic Contract and Vendor Relationship Management Training Course



28 Dec 2026 - 01 Jan 2027

Vienna

5800 € (Per Person)

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Course Introduction / Overview:

Effective contract and vendor management is the cornerstone of organizational success, directly impacting profitability, operational efficiency, and risk exposure. This comprehensive training course is meticulously designed to transform participants from contract administrators into strategic business partners. We delve deep into the entire lifecycle, from strategic sourcing and robust contract drafting to proactive vendor relationship management and dispute resolution. The curriculum moves beyond theoretical knowledge, emphasizing practical application and strategic thinking. As influential author Kate Vitasek discusses in her work on Vested Outsourcing, the future lies in creating mutually beneficial, value-based relationships rather than purely transactional ones. This philosophy is central to our program. At BIG BEN Training Center, we provide a dynamic learning environment that equips professionals with the skills to negotiate favorable terms, mitigate risks, and cultivate collaborative supplier partnerships that drive innovation and sustainable growth. This course empowers you to build a resilient and cost-effective supply chain, ensuring your organization gains a significant competitive advantage through superior contract and vendor governance.

Target Audience / This training course is suitable for:

- Contract Managers and Administrators.
- Procurement, Purchasing, and Sourcing Professionals.
- Supply Chain and Logistics Managers.
- Vendor Relationship Managers.
- Project Managers and Team Leaders.
- Legal and Commercial Advisors.
- Finance and Operations Managers.
- Anyone involved in the negotiation, drafting, or management of contracts.

Target Sectors and Industries:

- Construction and Engineering.
- Information Technology and Telecommunications.
- Oil and Gas.
- Healthcare and Pharmaceuticals.
- Manufacturing and Industrial.
- Banking and Financial Services.
- Retail and Consumer Goods.
- Governmental agencies and public sector organizations.

Target Organizations Departments:

- Procurement and Purchasing Department.
- Legal Department.
- Project Management Office (PMO).
- Finance and Accounting Department.
- Operations Department.
- Supply Chain and Logistics Department.
- Information Technology (IT) Department.
- Facilities Management Department.

Course Offerings:

By the end of this course, the participants will have able to:

- Develop a comprehensive contract management plan from initiation to closeout.
- Master strategic sourcing techniques to identify and select the best-fit vendors.
- Draft clear, concise, and legally sound contract terms and conditions.
- Execute advanced negotiation strategies to achieve favorable outcomes.
- Implement robust vendor performance management systems using KPIs and SLAs.
- Build and maintain collaborative and value-driven vendor relationships.
- Identify, assess, and mitigate contractual risks effectively.
- Manage contract changes, claims, and disputes professionally.
- Ensure full compliance with contractual obligations and regulatory requirements.
- Conduct effective contract closeout procedures and capture lessons learned.

Course Methodology:

The training methodology at BIG BEN Training Center is designed for maximum engagement and practical application. We believe in an active learning approach that goes beyond traditional lectures. This course utilizes a blend of expert-led instruction, interactive group discussions, and real-world case study analysis to foster a deep understanding of contract and vendor management principles. Participants will engage in hands-on exercises, including contract drafting workshops and simulated negotiation role-playing sessions, which provide a safe environment to practice and refine critical skills. Team-based activities encourage collaborative problem-solving, mirroring the cross-functional nature of procurement and contract management in the workplace. Throughout the program, continuous feedback is provided by the instructor to guide learning and ensure concepts are thoroughly grasped. This experiential learning model ensures that participants not only acquire theoretical knowledge but also develop the practical confidence and competence to apply these strategies immediately within their own organizations, driving tangible results and operational improvements.

Course Agenda (Course Units):

Unit One: Fundamentals of Strategic Contract Management

- The strategic role of contract management in modern organizations.
- Understanding the complete contract lifecycle from initiation to closeout.
- Key legal principles and terminology in contract law.
- Different types of contracts and their appropriate applications.
- The importance of clear scope of work (SOW) development.
- Stakeholder identification and management in the contracting process.
- Ethical considerations and professional conduct in procurement.

Unit Two: Strategic Sourcing and Vendor Selection

- Developing a strategic sourcing and procurement plan.
- Conducting market analysis and supplier research.
- The process of creating and managing RFPs, RFQs, and RFIs.
- Establishing robust vendor pre-qualification and evaluation criteria.
- Conducting thorough due diligence on potential suppliers.
- Techniques for objective proposal evaluation and scoring.
- Finalizing vendor selection and communicating the award decision.

Unit Three: Contract Negotiation and Drafting Excellence

- Principles of effective and ethical negotiation.
- Preparing for negotiation: setting objectives and defining limits.
- Key negotiation tactics and countermeasures.
- Drafting essential contract clauses: liability, indemnity, and termination.
- Ensuring clarity and avoiding ambiguity in contract language.
- Understanding and drafting effective Service Level Agreements (SLAs).
- The role of legal counsel in the contract review process.

Unit Four: Proactive Vendor Relationship Management (VRM)

- Transitioning from transactional purchasing to strategic partnerships.
- Developing a structured vendor relationship management framework.
- Establishing effective communication and governance protocols.
- Conducting supplier performance reviews and business reviews.
- Using scorecards and KPIs to measure and manage vendor performance.
- Strategies for fostering supplier collaboration and innovation.
- Managing challenging suppliers and resolving performance issues.

Unit Five: Contract Administration, Risk Management, and Closeout

- Implementing effective contract administration procedures.
- Monitoring compliance with contractual terms and obligations.
- Identifying, assessing, and mitigating contractual risks.
- Managing contract variations, amendments, and change orders.
- Strategies for effective dispute resolution and conflict management.
- The formal process for contract termination and exit strategies.
- Conducting contract closeout activities and documenting lessons learned.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can an organization's culture influence the success or failure of its vendor relationship management strategies, regardless of how well-defined its contracts are?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by adopting a holistic and strategic perspective that integrates the technical discipline of contract management with the nuanced art of vendor relationship building. While many programs focus solely on the legalistic and administrative aspects of contracts, we emphasize that a signed contract is merely the beginning of a relationship. Our curriculum is uniquely structured to bridge the gap between procurement theory and real-world application, focusing on the development of both "hard" skills like negotiation and drafting, and "soft" skills like communication and collaborative problem-solving. We utilize a case-study-driven approach, analyzing complex, real-world scenarios to cultivate critical thinking and strategic decision-making. The program moves beyond simple compliance, teaching participants how to leverage contracts and supplier partnerships as strategic tools to drive innovation, mitigate risk, and create sustainable value for their organization. The focus is on transforming attendees into proactive business partners who can manage the entire supplier ecosystem effectively, rather than just administering individual agreements.