



TRAINING CONTENT

How to Challenge the change model leading to the "To Be" situation?

A company is organised to fit its historical needs. As internal and external requirements evolved, the internal organisation, processes, procedures and automation is to be revised. Benchmarking the company with the best business practices while still considering the unique characteristics is a challenge.

Putting up a Strategic and Tactical plan for the Change project

All IT projects require people to adapt to changes. No matter how minor the changes are meant to be, they are always considered drastic to a majority of the staff. Participants of this course are trained in dealing with expectations and in leading people to accept the changes.

Workshop : dealing with upcoming obstacles during implementation

For many reasons functional requirements change while an IT project moves forward. Staff and vendor availability may change. The company focus or ad-hoc organisation may change. This workshop teaches how to turn these obstacles into advantages.

Workshop: Measuring the impact of the Change project

For internal selling of a change project and for evaluation reasons, senior management often requests the measurement of a change project. This training evidences the ways to quantify the improvements in an AsIs and ToBe situation.

Relations of a Change project to a parallel IT project

Although companies sometimes have a safe approach to implement changes after ending an IT project, others run these in parallel. To the company staff and the project members this combination of projects becomes a complex task. This training helps to manage the complexity and even make it a successful combination.

Business process analysis skills

Capturing business processes in an analytical way is a complex and tiresome task. There are techniques and a methodology to do this in a structured manner, while keeping the attention to the objective

People skills to lead a project team

IT project team members are part of the ad-hoc organisation chart put in place to successfully manage the project, without the members reporting to the project manager on a daily basis. This diversity provides a complex environment for the project manager and puts extra requirements on his people



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Observe & Interpret Body-language

Staff and project members express their ideas and feelings during an IT project in different ways. Understanding the language of the body is an additional and strong tool to enable effective management of these people.

Teambuilding

The strenght of a collaborative team is much stronger than the sum of the individual team members of the IT project. This training deals with techniques to stimulate the teamwork amongst the staff and team members.

Technical analysis skills

An IT project has to consider other technical requirements besides the functional requirements : suppliers, customers, marketplaces, other internal software, BI tools and platform requirements such as operating system and databases. The sizing of a hardware platform is evenso important to the performance of the IT applications and requires a knowledge and interpreting of the transaction volumes. This course provides a checklist and helps the participant to ask the right questions.

RFP development

Going from a requirements list to a contractual document is challenge if one does not want frowned eyebrows. This course guides the participant in the steps to write succesfully a contract-worthy Request for Proposal.

Project methodology

This course teaches a structured approach to IT projects from a professional point of view, without imposing the use of an academic methodology.

Leading Projectteams

An IT project is to be led actively by the project manager if it is to be a success. The steering members, team members and key users require tangible and timely objectives and tasks. This course teaches the level of detail of these objectives and tasks.

Implementation pitfalls

An IT project manager assesses the project risks and has a programmed reaction to unfortune events. This course raises the attention of the project manager and team members to the pitfalls of an IT project.



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Crisismanagement

This course deals with the different crises that can occur in any IT project and how a steering committee member or project manager may appropriately respond to it.

How to manage sharp time-constraints

Delaying a project delivery is a luxury solution to issues coming up during an IT project. When not possible one should use other techniques to handle sharp time-constraints. This course provides tools to the attendant to deal with these.

Quantify Deliverables

From start to end all IT projects should be phased into several identifiable units, each with a clear deliverable. Assessing the deliverable to measure the success of the unit is considered mandatory to a sane project management.

Basics of purchasing - public and private sector

This course teaches the processes of purchasing and the role of the buyer in this. The participant is offered the added value in the organisation and techniques to create value. The participant is taught how to realize a purchase from a to z.

SRM

This course provides a clear view of Supplier Relationship Management, resulting in applying this to its own environment. The participant is led step by step to realize its own SRM model

Total Vendor Rating System and continuous improvement

The objective of this course is to provide a very practical method to measure the performance of suppliers that add real value.

Business outsourcing

Based on a real case and with actual figures this course shows all aspects of an outsourcing process of a factory. All aspects are handled going from the start of the purchasing project, over the decision to tender and the start of the contract.

Negotiation skills & techniques

This course deals with the skills and techniques used by buyers to negotiate and to achieve better results : preparing the meeting, positions at the negotiation table, the art of questions.



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Company strategy v purchasing strategy

During this course the participant is taught how to set up objectives for the buyers and the purchasing organisation. During the session the tools are handed, used in day to day purchasing to manage.

Corporate performance mgt in purchasing

This course teaches performance measurement of purchasing and suppliers and the development of score cards, vendor rating, risk management and governance models. Multiple examples are treated, the method to set up a model and how to use it.

E-procurement

The added value of e-procurement is evidenced, the different forms of e-procurement and market places are treated and linked to the applicable products and services. Cost models are highlighted and issues are treated that show up during implementation. Different trends are discussed.

Strategic sourcing

This course provides arguments in favour of strategic sourcing. The sequential steps to get to a sourcing strategy and the to-do's. The course is a practical approach using examples of different buys and categories.