COURSE OVERVIEW CM0144
Effective Contract Management

Course Title
Effective Contract Management

Course Date/Venue
August 25-29, 2024/The Kooh Al Noor Meeting Room, The H Hotel, Sheikh Zayed Road, Dubai, UAE

Course Reference
CM0144

Course Duration/Credits
Five days/3.0 CEUs/30 PDHs

3.0 CEUs (30 PDHs) AWARD

H-STK© INCLUDED

Course Description

This practical and highly-interactive course includes real-life case studies and exercises where participants will be engaged in a series of interactive small groups and class workshops.

This course is designed to provide participants with a complete and up-to-date overview of Certified Contract Management. It covers the importance of contract management and the key roles and responsibilities of contract managers; the contract lifecycle including the legal and ethical considerations in contract management; the contract formation, pre-contract activities and requirements; the types of contracts and their key features, contract terms and conditions; and the negotiation strategies and techniques, contract risk management and dispute resolution mechanisms.

Further, the course will also discuss the contract management process and systems; the contract performance monitoring and evaluation; the change management, contract modifications and compliance with contractual obligations; the budgeting and cost control in contract management, payment terms and invoicing processes; the financial analysis, reporting, contract termination and settlement; establishing effective supplier relationships; selecting and evaluating supplier; managing supplier performance; and the supplier development and collaboration.

During this interactive course, participants will learn the legal and regulatory compliance and contract law and its implications; the intellectual property considerations in contracts, data protection and privacy in contract management; the compliance with industry-specific regulations; the advanced negotiation techniques, resolving conflicts and managing difficult conversation; the mediation and arbitration in contract disputes and strategies for win-win outcomes; the key performance indicators (KPIs) for contracts and monitoring and measuring contract performance; the quality assurance and continuous improvement; auditing and reviewing contract management; the contract closeout procedures and documentation; evaluating contract performance and outcomes.

Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain a comprehensive knowledge on effective contract management

- Discuss the importance of contract management and identify the key roles and responsibilities of contract managers

- Explain the contract lifecycle including the legal and ethical considerations in contract management

- Identify contract formation, pre-contract activities and requirements, the types of contracts and their key features, contract terms and conditions

- Carryout negotiation strategies and techniques, contract risk management and dispute resolution mechanisms

- Implement contract management process and systems as well as apply contract performance monitoring and evaluation

- Employ change management and contract modifications and ensure compliance with contractual obligations

- Perform budgeting and cost control in contract management and payment terms and invoicing processes

- Carryout financial analysis, reporting, contract termination and settlement

- Establish effective supplier relationships, select and evaluate supplier, manage supplier performance and apply supplier development and collaboration

- Discuss legal and regulatory compliance covering contract law and its implications, intellectual property considerations in contracts, data protection and privacy in contract management and compliance with industry-specific regulations

- Employ advanced negotiation techniques, resolve conflicts, manage difficult conversation and apply mediation and arbitration in contract disputes and strategies for win-win outcomes

- Recognize key performance indicators (KPIs) for contracts, monitor and measure contract performance, carryout quality assurance and continuous improvement and audit and review contract management

- Apply contract closeout procedures and documentation and evaluate contract performance and outcomes

Exclusive Smart Training Kit - H-STK®

*Participants of this course will receive the exclusive "Haward Smart Training Kit" (**H-STK®**). The **H-STK®** consists of a comprehensive set of technical content which includes **electronic version** of the course materials, sample video clips of the instructor's actual lectures & practical sessions during the course conveniently saved in a **Tablet PC**.*

Who Should Attend

This course provides an overview of all significant aspects and considerations of contract management for those involved in the planning, administration and close-out of projects and contracts, whatever their particular responsibilities are, who wish to learn how to manage conflicts that might arise between any of the parties during any phase of the project's or contract's progress and execution.

Course Fee

US$ 5,500 per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

30% Lectures
20% Practical Workshops & Work Presentations
30% Hands-on Practical Exercises & Case Studies
20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

Certificate Accreditations

Certificates are accredited by the following international accreditation organizations: -

- The International Accreditors for Continuing Education and Training (IACET - USA)

  Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

  Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

  Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

- British Accreditation Council (BAC)

  Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

Course Instructor

This course will be conducted by the following instructor. However, we have the right to change the course instructor prior to the course date and inform participants accordingly:

Mr. Douglas Robinson, MBA, BSc (Honors), Dip, is currently the **President** of **DSR Consulting** and the **Professor** of **Business Studies Unit** (BSU) at **Durban Institute of Technology** (DIT), where he is lecturing at **MBA level** in **Contract Management**, **Logistics & Supply Chain Management**, **Inventory Management**, **Transportation Management**, **Project Management**, Operations Management, Procurement Management, **Human Resources Management** (**HRM**), **Market Intelligence & Analysis**, **Leadership** & **Change** Management, **Presentation** Skills, **Negotiation** Skills, **Interpersonal** Skills, **Communication** Skills, **Adaptability** & **Flexibility**, **Learning** & **Self Development**, **Industrial Relationships**, **Driving Performance**, **Performance** Measurement, **Performance Goal** Implementation, **Time Management** Techniques, Organizing Daily Activities, Handling Difficulties & Pressure, Productivity & Feedback Management, **Problem Solving & Decision Making**, **ISO 9001 Lead Auditor**, **Commercial Negotiation & Legal Aspects**, Logistics & Supply Chain Management, **Quality Management**, **Project Financial Planning**, **Financial Management**, **Materials Inventory Management**, **Budgeting & Cost Control**, **Project Accounting**, Entrepreneurship and International Business.

Mr. Robinson has over **45 years** of international experience in **Contract** Management, **Quality** Management, **ISO Standards**, Logistics & Supply Chain Management, Procurement, Purchasing, Outsourcing Strategies, Project Management, Business Systems, Operations Management and Business Re-Organization. Further, he is a **Registered Assessor** of **Quality** Management, Logistics, Supply Chain Management, Procurement Strategies, Purchasing and Outsourcing.

As a leader in the **Quality**, Procurement and Logistics fields, Mr. Robinson facilitated in-house skills development programmes in a lot of companies worldwide and has **extensive consulting experience** in both the public and private sectors. His experience includes implementing SAP system in Procurement, financial, sales, distribution, materials management and costing.

During his long career life, Mr. Robinson worked for many **International companies** such as Tiger Brands, Nestle's, Mondi Manufacturing, Mondi Forests, Masonite Africa Ltd., Frame etc. He worked as **General Manager**, **Quality Manager**, **Procurement Manager**, **Logistics Manager**, **Logistics Superintendent**, **Project & Contract Manager**, **Purchasing Supervisor**, **SAP Facilitator**, etc.

Due to his thorough and long experience and knowledge, Mr. Robinson is **recognized internationally** as an **Expert** in Logistics & Supply Chain Management, Procurement, Purchasing, Outsourcing, Strategic planning, business wellness analysis, **Contract** management, **Project** Management, feasibility studies, financial analysis, cash-flow forecasting, Capital investment analysis, risk analysis, Business process analysis, and **Quality Management Systems**.

Mr. Robinson has a **Master** degree in **Business Administration** (**MBA**) from the **University of Durban-Westville**, a **Bachelor** degree with **Honors** in **Business Management** and **Administration** and **Diplomas** in **Medical Technology**, **Marketing Management**, **Business Management** and **Project Management** from the **University of Rhodesia** and from the **Damelin Management Schoo**l respectively. Further, he is a **Certified Instructor/Trainer**, a **Certified Trainer/Assessor** by the **Institute of Leadership & Management** (**ILM**), an active member of international professional affiliations and delivered innumerable trainings, courses, workshops and seminars globally.

Course Program

The following program is planned for this course. However, the course instructor may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1:   **Sunday, 25th of August 2024**

Time	Topic
0730 – 0800	Registration & Coffee
0800 – 0815	Welcome & Introduction
0815 – 0830	**PRE-TEST**
0830 - 0930	**Introduction to Contract Management** *Contract Management & Its Importance • Key Roles & Responsibilities of Contract Managers • The Contract Lifecycle • Legal & Ethical Considerations in Contract Management*
0930 - 0945	Break
0945 – 1100	**Contract Formation** *Pre-contract Activities & Requirements*
1100 – 1230	**Contract Formation (cont'd)** *Types of Contracts & their Key Features*
1230 - 1245	Break
1245 - 1420	**Contract Formation (cont'd)** *Contract Terms & Conditions • Negotiation Strategies & Techniques*
1420 – 1430	*Recap* *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day One*

Day 2:   **Monday, 26th of August 2024**

Time	Topic
0730 - 0930	**Contract Risk Management** *Identifying & Assessing Contract Risks • Mitigating & Managing Contract Risks*
0930 - 0945	Break
0945 - 1100	**Contract Risk Management (cont'd)** *Insurance & Indemnification in Contracts • Dispute Resolution Mechanisms*
1100 - 1230	**Contract Administration** *Implementing Contract Management Processes & Systems • Contract Performance Monitoring & Evaluation*
1230 - 1245	Break
1245 - 1420	**Contract Administration (cont'd)** *Change Management & Contract Modifications • Ensuring Compliance with Contractual Obligations*
1420 – 1430	*Recap* *Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow*
1430	*Lunch & End of Day Two*

Day 3:   **Tuesday, 27ᵗʰ of August 2024**

0730 - 0930	**Financial Aspects of Contract Management** Budgeting & Cost Control in Contract Management • Payment Terms & Invoicing Processes
0930 - 0945	Break
0945 - 1100	**Financial Aspects of Contract Management (cont'd)** Financial Analysis & Reporting for Contracts • Contract Termination & Settlement
1100 - 1230	**Supplier Relationship Management** Establishing Effective Supplier Relationships • Supplier Selection & Evaluation
1230 - 1245	Break
1245 - 1420	**Supplier Relationship Management (cont'd)** Managing Supplier Performance • Supplier Development & Collaboration
1420 – 1430	**Recap** Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Three

Day 4:   **Wednesday, 28ᵗʰ of August 2024**

|	
0730 - 0930	**Legal & Regulatory Compliance** Contract Law & Its Implications • Intellectual Property Considerations in Contracts
0930 - 0945	Break
0945 - 1100	**Legal & Regulatory Compliance (cont'd)** Data Protection & Privacy in Contract Management • Compliance with Industry-Specific Regulations
1100 - 1230	**Contract Negotiation & Conflict Resolution** Advanced Negotiation Techniques • Resolving Conflicts & Managing Difficult Conversations
1230 - 1245	Break
1245 - 1420	**Contract Negotiation & Conflict Resolution (cont'd)** Mediation & Arbitration in Contract Disputes • Strategies for Win-Win Outcomes
1420 – 1430	**Recap** Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Four

Day 5:   **Thursday, 29ᵗʰ of August 2024**

0730 - 0930	**Contract Performance & Quality Assurance** Key Performance Indicators (KPIs) for Contracts • Monitoring & Measuring Contract Performance
0930 - 0945	Break
0945 - 1100	**Contract Closeout & Lessons Learned** Contract Closeout Procedures & Documentation • Evaluating Contract Performance & Outcomes
1100 - 1230	**Contract Performance & Quality Assurance (cont'd)** Quality Assurance & Continuous Improvement • Auditing & Reviews in Contract Management

1230 - 1245	Break
1245 - 1345	**Contract Closeout & Lessons Learned (cont'd)** *Capturing Lessons Learned for Future Contracts • Best Practices in Contract Management*
1345 – 1400	**Course Conclusion** *Using this Course Overview, the Instructor(s) will Brief Participants about the Course Topics that were Covered During the Course*
1400 – 1415	**POST TEST**
1415 – 1430	*Presentation of Course Certificates*
1430	*Lunch & End of Course*

Practical Sessions

This practical and highly-interactive course includes real-life case studies and exercises:-
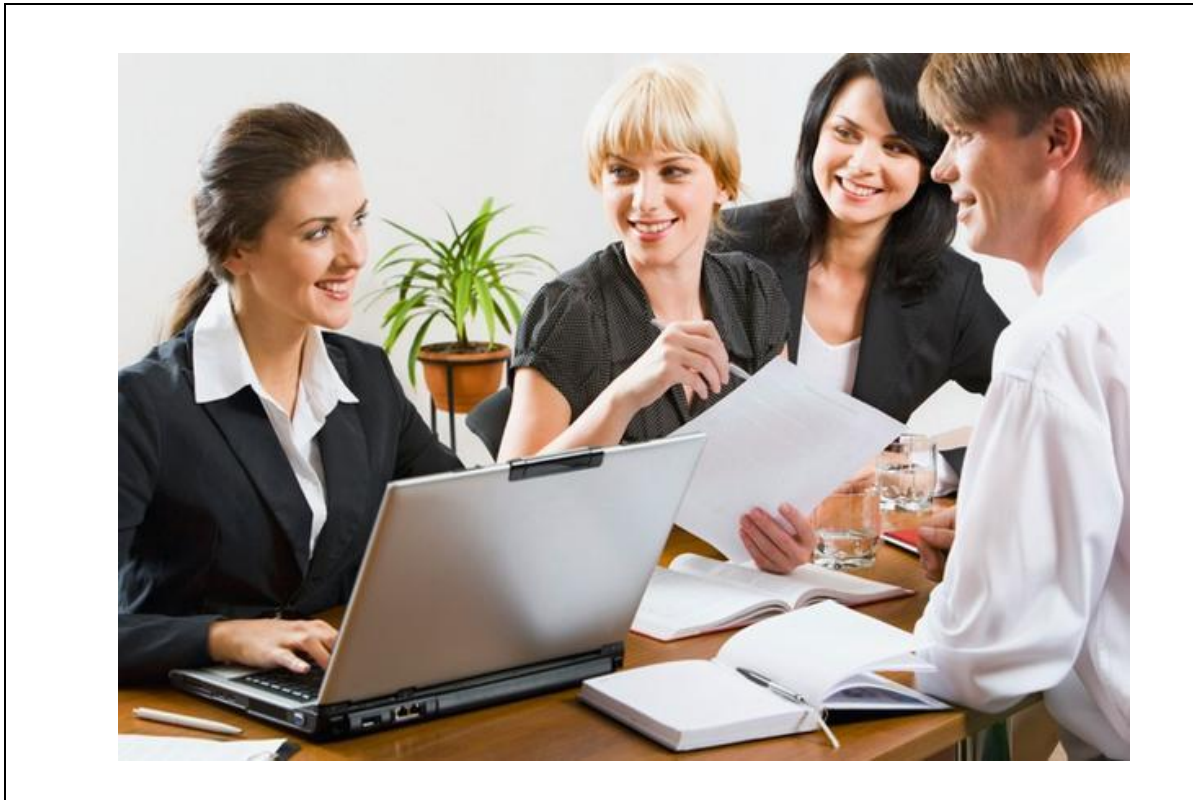
Course Coordinator

Mari Nakintu, Tel: +971 2 30 91 714, Email: mari1@haward.org