

## Vendor Relationship Management

*Munich (Germany)*

*21 - 25 July 2025*

UK Training

# PARTNER



## Vendor Relationship Management

Code: SC28 From: 21 - 25 July 2025 City: Munich (Germany) Fees: 4400 Pound

### Introduction

In today's highly competitive market environment, where vendor relationships play an important role in decision making and profitability, it is of paramount importance that organisation personnel are adequately trained in the fundamental principles of leading and managing vendor relationships.

This highly participative Blackbird training course will assist participants in learning how to lead vendor relations. The importance of knowing the skills of leadership will be discussed and practiced. Being able to know how to manage the relationships with vendors is an important skill for an organisation to possess and this training course provides the important areas as well as being able to assess the quality and performance of the vendors. Participants will be provided with valuable advice on the most critical areas of managing the vendor relationship operation.

### Course Objectives

- Evaluate vendor profiles for fit with organizational needs and direction
- Practice vendor integration techniques to support strategic purchasing objectives
- Manage vendor performance to ensure continuous improvement of offerings
- Apply winning go-to-market strategies to support internal capabilities
- Utilize essential soft skills to improve vendor relationship outcomes

### Course Outlines

#### Day 1: Vendor validation process

- Words of wisdom on managing vendor relationships.
- Sources for gathering information.
- Vendor status.
- prequalification questionnaires.
- Vendor risk assessments.
- Sustainable vendor relations.
- Triple bottom line.
- Economic success.
- Social development.
- Environmental sustainability.

#### Day 2: Vendor development and integration

- Vendor development.
- Vendor diversity programs.

A graphic of a chessboard with several chess pieces (a king, a queen, a rook, and a pawn) on it. The pieces are gold and silver. The text 'UK Training PARTNER' is overlaid on the board.

UK Training  
**PARTNER**

- Supplier certification.
- Electronic Data Interchange EDI.
- Partnering typologies.

### Day 3: Managing vendor performance

- Vendor performance objectives.
- Performance targets.
- Continuous improvement initiatives.
- Service level agreements.

### Day 4: Go-to-market strategies

- Purchasing strategy matrix.
- Six sourcing strategies.
- Volume concentration.
- Best price evaluation.
- Global sourcing.
- Product specification improvement.
- Joint process improvement.
- Relationship restructuring.
- Group buying and bulk pricing.
- Just-in-Time JIT buying.

### Day 5: Soft skills and vendor relations etiquette

- Effective communication as a pillar for success.
- Application of leadership and management skills in vendor relations.
- Cialdini's six powerful persuasion techniques.
- Reciprocation technique.
- Authority technique.
- Social proof technique.
- Commitment technique
- Liking technique
- Scarcity technique
- Vendor relations etiquette
- Communicating with foreign vendors

A graphic of a chessboard with several chess pieces. A large gold king piece is in the foreground on the right, with a silver pawn and a silver knight behind it. The board is white and black squares, with a circular ripple effect in the background.

UK Training  
**PARTNER**



## Blackbird Training Cities

### Europe



Malaga (Spain)



Sarajevo (Bosnia and Herzegovina)



Oporto (Portugal)



Glasgow (Scotland)



Edinburgh (UK)



Oslo (Norway)



Annecy (France)



Bordeaux (France)



Copenhagen (Denmark)



Birmingham (UK)



Lyon (France)



Moscow (Russia)



Stockholm (Sweden)  
(Netherlands)



Podgorica (Montenegro)



Batumi (Georgia)



London (UK)



Istanbul (Turkey)



Amsterdam



Düsseldorf (Germany)



Paris (France)



Barcelona (Spain)



Munich (Germany)



Geneva (Switzerland)



Prague (Czech)



Vienna (Austria)



Rome (Italy)



Brussels (Belgium)



Madrid (Spain)



Berlin (Germany)



Lisbon (Portugal)



Zurich (Switzerland)



Manchester (UK)



Milan (Italy)



## Blackbird Training Cities

### USA & Canada



Los Angeles (USA)



Orlando, Florida (USA)



Online



Phoenix, Arizona (USA)



Houston, Texas (USA)



Boston, MA (USA)



Washington (USA)



Miami, Florida (USA)



New York City (USA)



Seattle, Washington (USA)



Washington DC (USA)



In House



Jersey, New Jersey (USA)



Toronto (Canada)

### Africa



Baku (Azerbaijan)  
(Thailand)



Maldives (Maldives)



Doha (Qatar)



Manila (Philippines)



Bali (Indonesia)



Bangkok



Beijing (China)



Singapore (Singapore)



Sydney (Australia)



Tokyo (Japan)



Jeddah (KSA)



Riyadh (KSA)



Dubai (UAE)



Kuala Lumpur (Malaysia)



Kuwait City (Kuwait)



Pulau Ujong (Singapore)



Jakarta (Indonesia)



Amman (Jordan)



Beirut (Lebanon)

UK Training  
**PARTNER**



## Blackbird Training Cities

### Asia



Kigali (Rwanda)



Cape Town (South Africa)



Accra (Ghana)



Lagos (Nigeria)



Marrakesh (Morocco)



Nairobi (Kenya)



Zanzibar (Tanzania)



Tangier (Morocco)



Cairo (Egypt)



Sharm El-Sheikh (Egypt)



Casablanca (Morocco)



Tunis (Tunisia)



## Blackbird Training Clients



UK Training  
**PARTNER**

## Blackbird Training Categories

### Management & Admin

Professional Skills  
Finance, Accounting, Budgeting  
Media & Public Relations  
Project Management  
Human Resources  
Audit & Quality Assurance  
Marketing, Sales, Customer Service  
Secretary & Admin  
Supply Chain & Logistics  
Management & Leadership  
Agile and Elevation

### Technical Courses

Hospital Management  
Public Sector  
Special Workshops  
Oil & Gas Engineering  
Telecom Engineering  
IT & IT Engineering  
Health & Safety  
Law and Contract Management  
Customs & Safety  
Aviation  
C-Suite Training



**BLACKBIRD**  
FOR TRAINING

 International House 185 Tower Bridge  
Road London SE1 2UF United Kingdom

 +44 7401 1773 35  
+44 7480 775526

 [Sales@blackbird-training.com](mailto:Sales@blackbird-training.com)

 [www.blackbird-training.com](http://www.blackbird-training.com)

UK Training  
**PARTNER**

