

Effective Contractor Relationship Management

Kuala Lumpur (Malaysia)

16 - 20 June 2025

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The background of the entire page features a chessboard with several chess pieces. In the foreground, a large gold king piece is prominent on the right, with a silver pawn to its left. Another silver pawn is visible further back on the left. The chessboard is set against a background of concentric, light gray circles that create a sense of depth and focus.

Effective Contractor Relationship Management

Code: PM28 From: 16 - 20 June 2025 City: Kuala Lumpur (Malaysia) Fees: 4200 Pound

Introduction

Effective collaboration with contractors is crucial for the success of projects, ensuring high-quality outcomes, and fostering long-term partnerships. This course aims to equip participants with the skills and knowledge to manage contractor relationships effectively. It covers everything from setting clear expectations to addressing challenges, offering actionable insights for building mutually beneficial collaborations. Participants will also learn strategies to improve communication, enforce compliance, and evaluate contractor performance for ongoing success.

Course Objectives

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

- Understand the principles of effective contractor management.
- Learn how to establish clear contracts and expectations.
- Develop strong communication and collaboration skills.
- Address common challenges in contractor relationships.
- Apply techniques for monitoring and evaluating contractor performance.

Course Outlines

Day 1: Introduction to Contractor Management

- Defining roles and responsibilities in contractor relationships.
- Understanding the importance of effective contractor collaboration.
- Legal and regulatory considerations in contractor management.
- Key elements of a successful contractor agreement.
- Introduction to contractor performance metrics.

Day 2: Building Strong Contractor Relationships

- Setting clear expectations and objectives.
- Establishing effective communication channels.
- Negotiation skills for contractor agreements.
- Building trust and fostering long-term partnerships.
- Case study: Effective collaboration in real-world scenarios.

Day 3: Managing Contractor Challenges

- Identifying common challenges in contractor relationships.
- Strategies for conflict resolution and problem-solving.

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

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- Ensuring compliance with quality and safety standards.
- Managing risks and unexpected changes in projects.
- Group exercise: Resolving contractor disputes.

Day 4: Monitoring and Evaluating Contractor Performance

- Key performance indicators KPIs for contractor evaluation.
- Conducting regular performance reviews.
- Tools and software for monitoring contractor activities.
- Providing constructive feedback to contractors.
- Workshop: Developing a contractor performance evaluation framework.

Day 5: Sustaining Effective Contractor Relationships

- Strategies for continuous improvement in contractor collaboration.
- Learning from past experiences to enhance future projects.
- Aligning contractors with long-term organizational goals.
- Building a comprehensive contractor management plan.
- Final presentation: Drafting an effective contractor collaboration strategy.

A graphic of a chessboard with several chess pieces (a king, a queen, a rook, and a pawn) in gold and silver. The board is set against a background of concentric white circles on a light gray gradient.

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