

# Capability Development: Face to Face Training

Unlock your procurement potential with  
ArcBlue blended learning solutions

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# Company Background

## Specialised Areas

Our business operates across six key streams— Advisory & Change, Capability Development, Procurement Technology, Social & Sustainable Procurement & Project Contracting. ArcBlue has a range of tried, tested and proven methodologies to ensure your projects are a success.

### CAPABILITY DEVELOPMENT

Unlock more potential from your procurement team



### ADVISORY & CHANGE

Deliver more value through consulting, change & transformation



### SOCIAL & SUSTAINABLE

Achieve more social impact through your procurement



### PROJECT CONTRACTING

Access more flexible procurement & project management resources



### PROCUREMENT TECHNOLOGY

Access more efficiency through procurement technology solutions



### myBuy

your connected digital procurement hub



# Capability Development

## Why select ArcBlue?

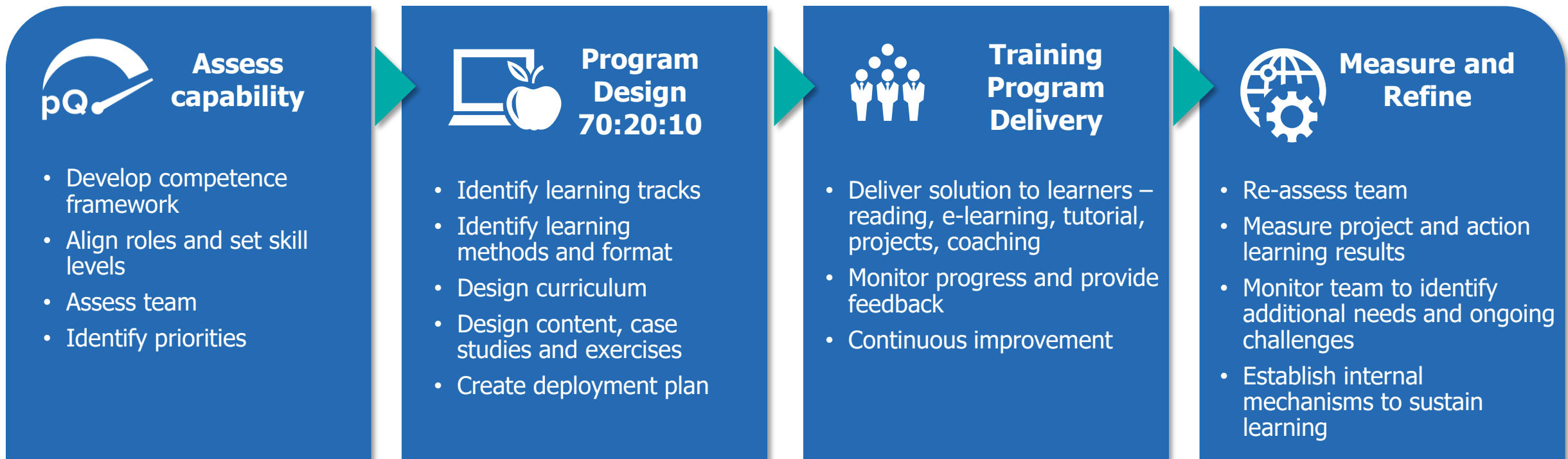
- Our training facilitators have extensive procurement practitioner experience which means they can draw from their own real-life examples to embed learning
- ArcBlue has in-house design and development capability to tailor an eLearning solution. Leverage our existing suite of modules to contextualize for a specific environment or build a bespoke module which fully integrates your framework
- Our capability assessment suite is fully-configurable to an organization's internal competency framework or sector, ensuring the language and level of complexity is right
- We are the only training provider in Australia and New Zealand accredited to provide The Chartered Institute of Procurement and Supply (CIPS) Capability Development Services. CIPS is the global industry body for the procurement profession
- Target experiential learning through ArcBlue Practical Coaching – aimed at strengthening real-life work product, stretching and accelerating learning
- We have trainers situated across the Asia Pacific region and have the flexibility to fly in to regional and remote locations
- Access training programs through our secure online Digital Academy – an online hub for procurement learning. Teams can access a range of tools, templates and supporting materials



# Our Approach to Developing People

**A structured approach for the development of teams and individuals, underpinned by best practice principles.**

Our learning and development programs are designed to develop talent in a progressive manner. We start by identifying the skills you want to develop and assessing individuals against this skills set to establish a baseline



# Face to Face Training

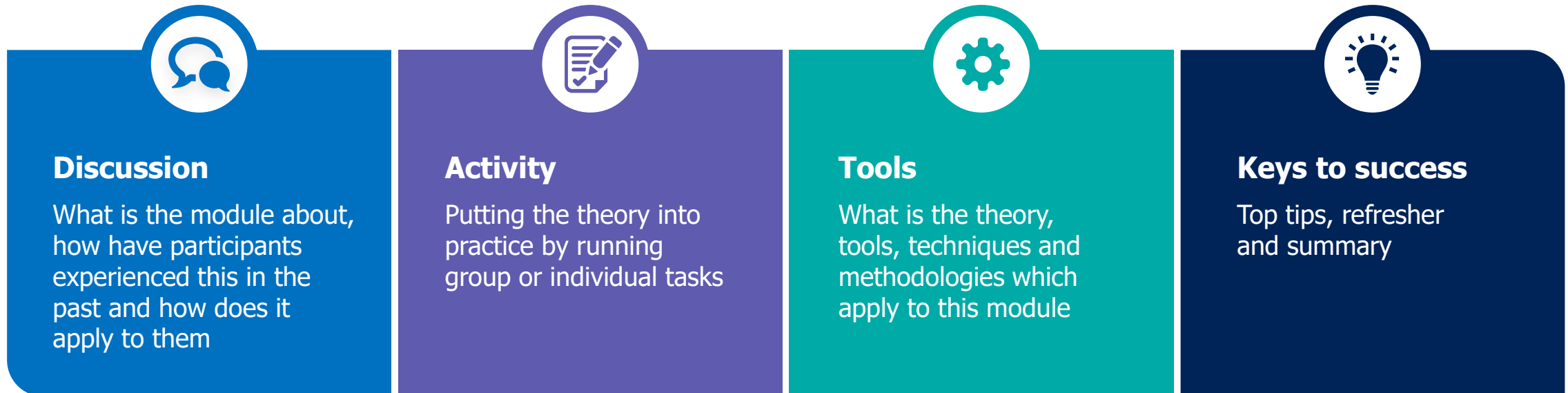
## **Learning for effective behavioural change**



# Implement Training Content

Our workshops combine activities and games, facilitated discussion as well as content delivery. We believe that to gain effective behavioural change that “active learning” delivers this most effectively.

Our set structure means we can ensure a consistent and interactive approach to delivery. Within each module, we combine:



All of our workshops are centred on the delegates, and we ask our delegates to bring with them live examples from their workplace to discuss during the event. Full notes and books are given during the workshop for the delegates to refer to when back in their organisations. We tailor specific and relevant case studies to bring the workshops to life making the learning feel more personal to the participants.



# About ArcBlue's Training

- Training courses run for either one or two days.
- We recommend class sizes with 12 - 16 participants but can host up to 20 per class in line with your requirements
- Training leverages your pQ online assessment results to target investment and is underpinned by the ArcBlue Competency Framework
- Leverages our extensive library of content which can be tailored to any environment
- We can develop bespoke content
- Supports participants to upskill
- Uses a blended approach to reach all learning styles
- Combines pre-learning and post-learning assessments
- Targets the diverse requirements of participants
- Ensures learning outcomes align with organisational requirements
- Can include assessment and certification
- Can be delivered via MicroLearn / webinar-style sessions



# Learning with Social Distancing – MicroLearning

In response to the current climate, ArcBlue can deliver our face to face training through webinars using the Digital Academy. We have modularised and enriched our tried and tested learning program to bring you live, bite-sized, webinar-suitable content right to the comfort of your own computer.

## What is MicroLearning?

MicroLearning is face to face training broken down into 3.5 hour sessions which can be delivered and consumed online through the ArcBlue Digital Academy.

## Benefits of MicroLearning

- 3.5 hour modules can fit around your busy schedule
- Content can be consumed live, virtually alongside your peers, or catch up later with a recording of the topic
- Gives you time to practice the skills you have learned between topics, with module-specific 'homework' for attendees
- Leverages our usual practitioner expertise to share case studies and examples
- Combines theory, games, activities and practice to bring the content to life
- Allows you to work in study groups between modules





# ArcBlue's Training Courses

Our existing suite of training materials include content such as:

## Category Management

2 days

Category Managers support the strategic purchasing that provides government departments with value for money, strong competitive markets and tactical information that enables effective day to day procurement.

This intensive workshop develops skills in understanding the relationship between category strategic planning, category management and tactical procurement.

By the end of the workshop, participants will have a clearer understanding of how to assess categories and develop robust category strategies using a variety of ArcBlue and industry best practice tools. Delivering Robust Category Management that can provide significant cost and performance benefits to the organisation – this course will equip experienced delegates with the tools required.

## Challenging and Influencing

1 day

This intensive workshop is designed to develop skills in successful stakeholder management and how challenging and influencing can assist in procurement with key stakeholders.

Participants will gain a clearer understanding of how to engage stakeholders early and analyse groups and interactions. Successful stakeholder management has many benefits to the organisation – participants will learn how to achieve this through the challenging and influencing process covered in this course.

## Contract Law

1 day

This introductory course is ideal for those new to procurement or those who are seeking to gain a knowledge of contract law - one of the most important areas of procurement. By the end of this course delegates will have developed an understanding of the importance of contractual documentation. Understand the legal implications of tenders/quotes and orders. Identify and understand the most important parts of contractual terms and understand how terms can affect exit strategies and risk transfer. This course offers an excellent foundation for the 'new' buyer and is designed to provide a solid grounding that allows both the delegate and organisation to benefit in the fundamentals of purchasing.



# ArcBlue's Training Courses

Our existing suite of training materials include content such as:

## Contract Law Masterclass

2 days

This workshop involves an in-depth examination of managerial decision making and legal issues surrounding contracting in the commercial space. By the end of the workshop, participants will be equipped with the knowledge to determine when a formal or informal approach is required to rectify poor performances around contracting, chiefly pertaining to contract termination, and liquidation damages.

The participant will be equipped with the skills to understand your organisations overall risk profile and how to mitigate these risks in future as well as putting into place strong and legally robust clauses around warranty, liability and indemnity.

## Contract Management

1 day

This workshop looks at the various methodologies, theories and techniques that assist in managing contracts in procurement. By the end of the programme delegates will have an understanding of the role of contract management, and how vital the role of a contract manager is in the procurement lifecycle.

This course is designed to provide a solid grounding that allows both the delegate and organisation to benefit in the importance of strong relationship management and the skills to plan around contract variations and manage potential risks.

## Contract Management (Advanced)

2 days

This course equips delegates with a set of tools and techniques to manage service providers' performance to deliver optimum value to their organisation. Delegates will gain a better understanding of the key aspects of managing contracts, and obtain better performance and relationships with contractors and suppliers.

By the end of the workshop, participants will be able to analyse and position the contract from a strategic perspective, influence and negotiate effectively both internally and externally, understand the key elements by which supplier/buyer contracts can be formulated, negotiated and managed, understand basic principles of managing in a range of complex markets and apply effective persuasive procurement techniques.



# ArcBlue's Training Courses

Our existing suite of training materials include content such as:

## Developing Category Strategies

1 day

This interactive course will provide learners with tools and techniques to develop an effective category strategy. It will focus on aligning the broader business strategy to your category and go to market strategies as well as identifying value opportunities.

This course combines theory and the use of strategic tools with hands-on practical application. Learners will walk away with a strong understanding of developing a category strategy as well as some practical templates. Those who already have a category strategy in place will have the opportunity to refine and build on their foundation and those learning will be confident to apply the skills learned through this interactive training course.

## Effective Procurement Leadership

1 day

Leadership is not always innate, but it is something that can be learned.

This workshop explores the different aspects, models and styles of leadership, with a specific focus on leadership issues within the Procurement function. The workshop gets participants to complete their own self-analysis of their leadership style and considers how leadership plays a pivotal role within any organisation, and specifically within the procurement function itself. By the end of the workshop, participants will have a clearer understanding of the importance of leadership within the procurement, the ability to distinguish between management and leadership; and behavioural traits of successful leaders.

They will gain knowledge of key procurement roles, an understanding in various leadership styles and influencing strategies as well as understanding the importance of stakeholder mapping.

## Finance for Procurement

1 day

This workshop helps buyers understand and interpret financial data on suppliers and to analyse prices and costs. Extensive use is made of practical exercises to provide procurement practitioners with the tools and confidence to use financial information, prices and costs to develop successful procurement strategies and assist negotiations with suppliers.

By the end of the program, delegates will be able to analyse financial accounts to input into procurement and category strategies, complete a high level interpretation of a company's financial accounts and understand price and cost analysis using a range of tools to develop negotiation strategies.



# ArcBlue's Training Courses

Our existing suite of training materials include content such as:

## Introduction to Procurement

2 days

This practical and interactive training course is designed to introduce essential elements of the procurement process together with basic tools and techniques. Workshop delegates will learn of the end-to-end process, how procurement can contribute and when to apply a range of purchasing tools and techniques.

By the end of the programme delegates will have an understanding of the value procurement can add, understand the basic concepts of an effective procurement system and apply a set of principles to most procurement activities. This course is designed to provide a solid grounding that allows both the delegate and organisation to benefit in the fundamentals of purchasing.

## Negotiation (Essentials)

1 day

This workshop is aimed at delegates who are involved in negotiations and need an introduction to the skills and process in commercial negotiation. Workshop delegates will gain an understanding of the differing techniques available and how to apply them to their situation.

By the end of the workshop, delegates will be able to: Employ a variety of persuasion methods to achieve their goals; distinguish the phases of negotiation and the behaviours appropriate at each phase; identify the importance of preparation and planning in determining the outcome of negotiations.

## Negotiation (Advanced)

2 days

An interactive program designed to develop skills in negotiation and to improve the confidence to apply those skills. Delegates will gain a deep understanding of the phase of negotiation and will be given opportunities to practice these through video role-plays.

They will receive one to one feedback on their skills. Delegates will learn a variety of persuasion methods to achieve their goals; distinguish the phases of negotiation and the behaviours appropriate at each phase; identify the importance of preparation and planning in determining the outcome of negotiations; Develop appropriate preparation for negotiations. Through the video role-plays, participants will receive guided feedback to enhance their skills.

This program will equip experienced delegates with skills in influencing and the confidence to apply them to achieve better results in demanding commercial negotiations.



# ArcBlue's Training Courses

Our existing suite of training materials include content such as:

## Probity Essentials

1 day

This workshop defines probity, probity risks, probity in the Procurement Lifecycle and probity requirements. Some of the topics covered in this course are maladministration, serious and substantial waste, negotiation and selection, conflicts of interest, confidentiality and honesty and gifts and hospitality. By the end of this session, participants will understand the importance of probity in procurement, probity risks, lifecycle and probity requirements.

## Project Management for Procurement

2 days

In this workshop delegates will be given an overview of the definition and key principles of project management.

By the end of the workshop, participants will understand the key principles of project management, learn the core foundations of project management in order to set the project up for success and set the direction of the project to measure goals and milestones.

The participant will be equipped with the skills to successfully manage projects in procurement from beginning to end.

They will learn key stakeholder engagement and their potential influence on the success or failure of the project. Participants will also learn to collate feedback and reports for continuous improvement.

## Social Sustainable and Ethical Procurement

1 day

This workshop is aimed at those interested in more effectively incorporating social objectives and corporate social responsibility into their procurement practice, as part of a triple bottom line approach. By integrating social procurement practice into mainstream thinking, organisations can build a competitive advantage and directly demonstrate their capacity to add social and economic value to their deliverables in a cost-neutral or cost effective way.



# ArcBlue's Training Courses

Our existing suite of training materials include content such as:

## Sourcing Essentials

1 day

This interactive program is designed to introduce essential elements of sourcing and recognising procurement as a process. Students will be taken through the key steps and activities. Students will learn to plan, work collaboratively and come up with good coherent strategies.

By the end of the programme delegates will have an understanding of the value of the sourcing process in procurement. This course is designed to provide a solid grounding that allows both the delegate and organisation to benefit in the fundamentals of sourcing and purchasing.

## Spend Analytics

1 day

This workshop introduces participants to the key concepts & data sources of spend analysis. Participants will learn the challenges of spend analysis, how to build a spend map and how to use the information to support development of successful category strategies.

By the end of the programme delegates will have an understanding of spend analysis and utilising the tools to analyse the data and recognising what spend management projects are worth undertaking. This course is designed to provide a solid grounding that allows both the delegate and organisation to benefit in the importance of spend analysis and key organisational decision making.

## Specification Writing

1 day

Specification writing is a critical part of an organisation's procurement process as many of the benefits of good procurement can be driven through well designed and thought through specifications. Many organisations however do not have the skills or time to focus on this critical area which can drive benefits through the procurement process and ultimately lead to the right design of the requirement and a high performing supplier relationship.

By the end of the workshop, participants will understand the different types of specification, identify the situations where particular specification type is most appropriate and identify the key areas that make a specification successful. This workshop will equip attendees with a range of tools and practical techniques to better design specifications, leading to better outcomes, more successful relationships with suppliers and improved value for money.



# ArcBlue's Training Courses

Our existing suite of training materials include content such as:

## Stakeholder Management

1 day

An interactive workshop designed to develop strategies and techniques to successfully manage stakeholder relationships. This workshop equips delegates with tools and techniques to manage the stakeholder relationships and uses real life examples to learn from.

By the end of the workshop, delegates will be better equipped to manage conflict and influence to enable more successful projects and results. The organisation will benefit by having a consistent approach and understanding of how to segment and influence, ensuring that the appropriate strategies are developed to successfully engage with stakeholders.

## Supplier Relationship Management

2 days

The better your supplier relationship, the more effective your risk management activities will be, the closer access you will have to innovation, and more opportunities that deliver additional value. In government, good contract relationships can be a critical factor in achieving results and delivering value for money in an agile and changing environment. Quality. Supplier relationships don't just happen by chance, they are created through effective planning, with targeted communication and effective contract management before the contract is even awarded.

This program will give participants strategies and techniques to successfully manage supplier relationships and contracts. By the end of the workshop, delegates will be able to use the ArcBlue SRM suite of tools to segment suppliers into an appropriate portfolio of relationships. Delegates will gain understanding of the key elements by which supplier/buyer contracts can be formulated, negotiated and managed. Delegates will learn the central principles of managing relationships providing context of their application across a range of complex markets and how to apply effective persuasive procurement techniques to deliver results.

## Tender Management and Evaluation

1 day

This program is designed to give participants an understanding of best practice tendering procedures throughout the tender process. Participants will learn about the evaluation process, the role of strategy, specifications and market approach tools. Also covered is the conditioning through the bid process, developing and maintaining competition, prioritisation of criteria and agreeing to the contract.



# ArcBlue

Procurement Delivering More

- Advisory & Change
- Capability Development
- Sustainable & Social Procurement
- Project Contracting
- Search & Recruitment
- Procurement Technology

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