



## Building Successful Outsourced Relationships

### 2-day course

#### Aim

To give delegates the knowledge, skills and confidence to improve their ability to effectively manage providers and stakeholders within an environment where FM services has been outsourced.

#### Objectives

This course explores best practice insight into how to effectively take control of outsourced FM service arrangements. The course will enable you to:

*Reposition yourself to think differently about existing outsource relationships;*  
*Become better prepared to manage current and future outsourced FM arrangements;*  
*Learn four new ways to view and behave when faced with differing outsource scenarios;*  
*Break entrenched ways of working and build appropriate responses for future strategies;*  
*Improved engagement of the FM service provider as they respond to new approaches;*  
*Learn how to successfully manage any FM outsource relationship and gain insight into precise ways of working with each;*  
*Gain insight into best practice tools and templates for managing FM outsourced services;*  
*Learn behavioural skills to support the development of effective FM outsourced relationships.*

#### Description

Many FM professionals have to learn the hard way how to manage their outsourced service providers. This no longer has to be the case, as we offer best practice insight into how to effectively take control of the arrangement.

There are good ways and bad ways of managing an FM outsource, which is correct will depend upon a number of variable factors. On this course you will learn how to identify those variables and then learn how to respond accordingly to each. Based on robust Harvard research you will gain a deep insight into the tools, templates and skills used to manage some of the worlds most effective FM outsourced contracts.

You will leave the event with the ability to develop, improve and build the right relationships with your FM providers and also be able to help your internal stakeholders buy into the right strategic approach to the arrangement.

## Programme

### Day 1

**0900 Registration, tea & coffee on arrival**

**0930 Welcome and introduction**

What you will gain from today.

What happens in failing outsource solutions.

The three ingredients of outstanding outsource solutions.

**1100 Coffee**

**1120 The four approaches to successfully managing FM outsource relationships**

Four Strategic Outsource Approach Styles.

Four Supplier Perceptions.

Sixteen Potential Scenarios.

**1230 Lunch**

**1330 The Colleague approach**

The strategic choices.

Understanding the role of partnership.

Engendering the right levels of trust.

**1515 Tea**

**1530 The Colleague approach cont...**

Building individual and organisational rapport.

Understanding how to identify and deal with cultural differences.

How to set up the appropriate organisation account and governance structure.

The need to focus on delivery, gaining the right balance of involvement.

**1630 End of day 1 review**

### Day 2

**0830 Tea & coffee on arrival**

**0900 Welcome back and active recap.**

**0920 The Capitalist approach**

The strategic choices.

Understand what behaviours look like in a competitive market environment.

Finding the right level of assertion.

**1030 Coffee**

**1050 The Capitalist approach cont...**

How to set up the appropriate organisation account and governance structure.

The need to focus on process as well as delivery.

The importance of process boundary review.

Setting the right rewards that motivate performance.

**1230 Lunch**

**1330 The Collector approach**

The strategic choices.

The role of building and consolidating.

How to set up the appropriate organisation account and governance structure.

The need to focus on driving process efficiency.

The critical importance of reducing your technical dependence on the provider.

**1520 Tea**

**1530 The Controller approach**

The strategic choices.

How to set up the appropriate organisation account and governance structure.

The need to focus on assurance of supply.

Avoid potential for costs to be driven upwards.

The role of Control charting, BELT analysis and risk mitigation.

Setting the right rewards that motivate performance.

**1630 Review and close**

**How do I book?**

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