



## إدارة علاقات العميل والمقاول بفعالية: نصائح واستراتيجيات

**Duration:** 5 Days

**Language:** ar

**Course Code:** P01-131

### Objective

Upon completion of this course, participants will be able to:

- Understand the importance of managing client-contractor relationships within an organisation.
- Engage in open communication with all parties to ensure the service can be conducted as accurately and efficiently as possible.
  - Assess all relevant health and safety regulations to ensure the service is fully compliant.
- Build a positive relationship with all involved parties to generate trust and increase motivation.
- Ensure all resources and equipment are available on-site to prevent contractor delays.
  - Ensure that multiple channels of communication are available at all times.
  - Acquire all necessary work permits and implement various security measures to protect contractors.

## Audience

This course is designed for anyone responsible for managing contractors and building a professional relationship with them. It would be most beneficial for:

- Operations Managers
- Contractors and Sub-contractors
  - Facilities Managers
  - Legal Advisors
- Communications Managers
  - Contract Managers
  - HSE Officers

## Training Methodology

This course uses a variety of adult learning styles to aid full understanding and comprehension. Participants will review real-world examples of service contracts to highlight specifications, tender information and terms and conditions and how these can influence the nature of the client-contractor relationship.

To guarantee a full understanding of the taught content, the participants will partake in various learning methods, including presentations, group discussions, individual activities, and role-playing activities. This combination of methods will ensure the participants can develop a full and comprehensive understanding of the subject knowledge and all related practical skills.

## Summary

For any organisation that outsources contractors to conduct a service, managing the relationship between client and contractor is crucial to ensuring the process is as smooth and effective as possible. Maintaining a positive relationship between all parties helps build trust and removes possibilities for miscommunication.

Open communication is a vital step in managing relationships. Communicating clearly and concisely with all parties reduces the possibility of confusion and enables the service to be conducted as efficiently as possible. Communication also allows the contractor to feel comfortable providing professional opinions and suggestions that may improve the overall service.

However, managing relationships goes beyond communication. Managing contracts and health and safety are also key components of the relationship. Ensuring that the environment is completely safe to work in will help build trust between parties. Furthermore,

having a strong service contract will protect all parties and help guarantee the service will be completed as needed.

## **Course Content & Outline**

### **Section 1: Introduction to Contractors**

- Define contractors, their importance and their necessity within an organisation.
- What skills would a contractor typically possess alongside their competencies and responsibilities?
- Exploring the different types of contractors and identifying which speciality is best suited for the service.
- Understanding what to look out for when searching for the ideal contractor.

### **Section 2: Health and Safety**

- Investigate all relevant health and safety regulations to ensure full compliance.
- Ensuring the contractor has full access to necessary facilities – bathrooms, break area and more.
  - Conducting a risk assessment to identify potential risks.
- Analysing risk data and establishing a risk management plan detailing all preventative measures and corrective actions.

### **Section 3: Communication**

- Maintain multiple channels of communication throughout the service.
- Engaging in open and honest communication ensures all parties fully comprehend what is expected.
  - Utilising clear and concise language to avoid confusion.
  - Providing encouragement and motivation through language.
- Recognising situations of tension and dissolving conflict before the service is impacted.

### **Section 4: Managing Contracts**

- Understand how to create an effective service contract.
- Guaranteeing accessibility and readability through clear formatting and structuring.
  - Including the service specifications, terms, and conditions.
  - Setting expectations of deadlines and resources required.
- Proceeding through the tender process and structuring pricing schedules.

- Present the draft to all involved parties and make any necessary adjustments before producing the final copy.
- Common mistakes to avoid when drafting contracts.

## Section 5: Monitoring Performance

- Closing and monitoring the progress of the service to ensure deadlines are being met.
  - Discussing each step with contractors to prevent misunderstanding.
  - Placing trust in the contractor to conduct their service.
- Providing resources as needed and making adjustments to the budget as needed.

## Certificate Description

Holistique Training عند إتمام هذه الدورة التدريبية بنجاح، سيحصل المشاركون على شهادة إتمام التدريب من (e-Certificate) وبالنسبة للذين يحضرون ويكملون الدورة التدريبية عبر الإنترنت، سيتم تزويدهم بشهادة إلكترونية من Holistique Training.

وخدمة اعتماد التطوير المهني (BAC) معتمدة من المجلس البريطاني للتقييم Holistique Training شهادات ISO 29993 أو ISO 21001 أو ISO 9001 كما أنها معتمدة وفق معايير (CPD) المستمر.

لهذه الدورة من خلال شهادتنا، وستظهر هذه النقاط على شهادة إتمام (CPD) يتم منح نقاط التطوير المهني المستمر واحدة عن كل ساعة CPD يتم منح نقطة CPD، ووفقاً لمعايير خدمة اعتماد Holistique Training التدريب من لأي دورة واحدة نقدمها حالياً CPD حضور في الدورة. ويمكن المطالبة بحد أقصى قدره 50 نقطة

## Categories

الاستشارات والخدمات، القيادة والإدارة، المشتريات والمستودعات والخدمات اللوجستية وسلسلة التوريد

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### Contract Logistics and Procurement Best Practices

Explore the power of contract logistics, procurement best practices, and supply chain management techniques to optimise operations, reduce costs, mitigate risks, and boost overall supply chain performance.

## YouTube Video

<https://www.youtube.com/embed/5duxj17SMuA?si=v5T6G8FIBMn99IFr>