

North Western Universities
Purchasing Consortium Ltd



Continuing Professional Development



Programme 2011 - 2012



Introduction

I am pleased to present the Continuing Professional Development Programme for 2011/2012. The new programme will follow the same format as before, with one session held each month.



The 2010/2011 programme was very successful, and the delegate feedback from each session was very positive. This programme includes procurement related topics, and covers a range from introductory, medium and advanced levels. Each session is graded into these levels in order to help you ensure the sessions you wish to attend are pitched at the right level for you.

The sessions in the programme were developed in conjunction with our members' suggestions and feedback and will appeal to your procurement staff.

Each session is delivered by procurement professionals who are highly experienced and also have considerable knowledge of the sessions they are covering. They will provide practical experience to the sessions and provide delegates with skills and techniques for dealing with situations they come across in their day to day roles. All sessions are presented in a lively and participative manner which makes them very enjoyable and assists the delegates to get the maximum benefit out of their sessions.

Our Continuous Professional Development Programme provides our members with an excellent opportunity to develop their procurement skills. The cost per session remains the same as the previous year's programme; and represents excellent value for money and I would encourage all procurement staff from member institutions to attend.

David Lamb
Contracts & Training Officer

If you require further information about any of the courses please contact David Lamb, tel: 0161 234 8003, email: david.lamb@liverpool.ac.uk. Further information can also be found on the NWUPC website - www.nwupc.ac.uk.

Delegates are advised to book early to secure a place on one of the courses. For booking enquiries please contact Sarah Williams, tel: 0161 234 8008, email: sarah.williams-3@manchester.ac.uk.

CPD Programme 2011 - 2012

Date	Course	Presenter	Level	Location
20.09.11	Sustainable Procurement	Jae Mather	M	University of Salford
18.10.11	Effective Contract Management	Jenny Radcliffe	M	University of Chester
29.11.11	EU Procurement Directives	Florence Gregg	I/M	University of Manchester
06.12.11	EU Procurement Directives Master Class	Glenn Fletcher	A	University of Salford
18.01.12	Sales Techniques and Understanding the Sales Process	Jenny Radcliffe	I/M	University of Chester
08.02.12	Brilliant Persuasion & Influencing Techniques	Jenny Radcliffe	M	University of Liverpool
07.03.12	The Procurement Cycle	Jo Kavanagh	I	Liverpool John Moores University
25.04.12	Managing Supplier Relationships	Jenny Radcliffe	I/M	University of Manchester
17.05.12	Managing the Tender Process	Florence Gregg	I/M	University of Salford
21.06.12	Understanding Business Finance	John Barlow	I/M	University of Liverpool
17.07.12	Introduction to Business Body Language	Jenny Radcliffe	I/M	Liverpool John Moores University

Level Key: I=Introductory, M=Medium, A=Advanced.

Sustainable Procurement

20 September 2011, 10am to 4pm
The University of Salford
Presenter: Jae Mather
Cost: £125, Level: Medium

Sustainable Procurement is one of the hottest and most important topics in the procurement field at the moment. It is aimed at people wishing to understand how to minimise the impact on the environment by the use of sustainable procurement methods and techniques.

- What is green purchasing?
- Costs and benefits
- Economic, fiscal and legislative issues
- Do we really need it? Restricting usage
- Green supplier and product selection
- Supply chains and their carbon footprint
- Green concerns in contract management
- Disposal and recycling
- Assessing and reporting success
- Exploration of case studies
- Examination of the best practice sustainable procurement tool kits

Effective Contract Management

18 October 2011, 10am to 4pm
The University of Chester
Presenter: Jenny Radcliffe
Cost: £125, Level: Medium

This course is aimed at all procurement professionals and their colleagues who are tasked with the selection, management and administration of contracts.

Delegates gain an understanding of the nature of contract management and in particular what can go wrong in contractual relationships. The course covers how internal politics and problems can overspill into contractual relationships and gives practical advice on how this might be identified and tackled. Delegates are given simple relevant and useful tools to help manage and troubleshoot contracts of all types, promoting greater business efficiency and a more stress free approach to the area.

The course is interactive in nature using various exercises, games and quizzes to facilitate learning and delegate enjoyment of the experience.

- What can go wrong
- Typical problems, issues and misapprehensions
- Understanding the supplier perspectives and motivations
- Measurement: KPIs targets and statistics
- Case studies
- Service level agreements
- Relationship management tools
- Stakeholder management
- Crisis management
- Dispute resolution tools and methods
- Control measures
- Legal options
- The review process
- The learning curve
- Evolution and acceptance



EU Procurement Directives

29 November 2011, 10am to 4pm
The University of Manchester
Presenter: Florence Gregg
Cost: £125, Level: Introductory/Medium

This session will present the legislative requirements using a practical delivery style and the use of group exercises to put the theory into practice as the delegates construct elements of a tender document. The aim is for a very practical hands-on course with time to explore the legislative framework, its application and challenges of actually applying the procurement rules to a real life tender situation.

- Thresholds
- OJEU notices
- Contract classification (coding)
- Review an award notice
- When things go wrong
- Selection principles
- Award principles
- Selection and award criteria



EU Procurement Directives Master Class

06 December 2011, 10am to 4pm
The University of Salford
Presenter: Glenn Fletcher
Cost: £195, Level: Advanced

This session is aimed at the more experienced procurement professionals who wish to up-date their knowledge. The session will include an up-date on current challenges, case law and an opportunity to ask questions; other areas included in the session are:

- Background to the Directives
- Which contracts are covered
- Thresholds and which procedure to use
- Timescales
- Framework agreements
- Selection and award criteria
- The Remedies Directive and award

Sales Techniques and Understanding the Sales Process

18 January 2012, 10am to 4pm
The University of Chester
Presenter: Jenny Radcliffe
Cost: £125, Level: Introductory/Medium

The course is aimed at professionals who deal with sales people and personnel from supplier organisations on a regular basis. The course is ideal for delegates at all levels and assumes no previous experience of sales methods and techniques, the course is direct, dynamic and full of information, hints and tips. Whilst sales personnel undergo regular and extensive training to prepare them for dealing with procurement personnel and 'buying' organisations, most of their equivalents on the buying side of the fence have little or no training in how to deal with sales people.

This course gives delegates the inside track upon how sales people operate. It debunks the myths of the sales process and explains how sales people approach, build rapport and close deals with buyers, regardless of the size or strategic importance of the purchase. The course is invaluable in training delegates how to gain and retain powerful positions with their suppliers, and potential suppliers, and also in terms of stopping potentially damaging information leakages, better contract management and assertiveness training as well.

- Background to the sales process
- Understanding sales people
- Sales targets, customer preferencing
- Building the sales pitch
- Using product information
- Targeting the organisation
- Sales approaches, pitches, tactics and tricks
- Sales techniques
- Rapport building
- Conditioning techniques and how to counter them
- Typical pitfalls and how to avoid them
- Tactical vs strategic sales
- AIDA, ISIS, SPIN
- Closing techniques
- Taking back control

Brilliant Persuasion and Influencing Techniques

08 February 2012, 10am to 4pm
The University of Liverpool
Presenter: Jenny Radcliffe
Cost: £125, Level: Medium

This one day master-class is aimed at giving individuals an overview of some of the more advanced techniques of influencing and persuasion skills. Whilst persuasion and influencing are vital attributes for managers at any level, the practical skills and techniques remain unexplained and untaught in many organisations.

This seminar gives practical advice as to both the art and the science of the topic and explains how to apply the techniques in a realistic way for instantly noticeable results. The session uses numerous examples from various sectors and industry scenarios to illustrate points, and is lively and interactive in nature.

The Procurement Cycle

07 March 2012, 10am to 4pm
Liverpool John Moores University
Presenter: Jo Kavanagh
Cost: £125, Level: Introductory

This session is intended for those who are new to procurement and want to gain a basic understanding of the role of the buyer, procurement tools and techniques and the benefits that good procurement practice will bring to their institution.

- The procurement cycle
- Specifications
- Buy, hire, lease - decisions
- Basic contract law
- Supplier selection
- Bid analysis
- Negotiations and clarifications
- Managing the supplier



Managing Supplier Relationships

25 April 2012, 10am to 4pm
The University of Manchester
Presenter: Jenny Radcliffe
Cost: £125, Level: Introductory/Medium

This course is intended for purchasing professionals at all levels who deal with suppliers as a regular part of their job. It is aimed at those who need to build strategic supply relationships as well as those who need to make the distinction in terms of time, effort and resource between those supply relationships that are strategic, and those that are tactical in nature.

Attending this course gives the delegate clear strategies on how to categorise, distinguish and manage their portfolio of vendors. It outlines tools to manage stakeholders both from within their own organisation and, where appropriate, from within vendor organisations. It gives the current thinking on supplier relationships and is packed with practical strategies, tips, hints and advice to enable delegates to manage their supplier relationships better.

- Background to supply relationships
- Current thinking
- Prioritising the spend
- Risk analysis
- Strategic vs tactical suppliers
- Customer preferencing
- Understanding the supplier
- Building relationships
- Win/win scenarios
- Project
- Contract and legal considerations
- Managing through problems, difficulties and dilemmas
- Typical pitfalls and how to avoid them
- Case study
- Internal issues and stakeholder management
- Negotiating the relationship

Managing the Tender Process

17 May 2012, 10am to 4pm
The University of Salford
Presenter: Florence Gregg
Cost: £125, Level: Introductory/Medium

This course is aimed at those who are new to public sector procurement or have some knowledge and wish to become more familiar with managing the tender process. The course will cover the following key areas of the tender process:

- Drafting the specification
- Drafting contract documents – terms and conditions
- OJEU procedures and timescales
- Determining selection and award criteria
- Evaluation
- Alcatel
- De-briefing
- Award
- Implementation



Understanding Business Finance

21 June 2012, 10am to 4pm
The University of Liverpool
Presenter: John Barlow
Cost: £125, Level: Introductory/Medium

This course is intended for procurement professionals and colleagues at all levels who are not financial managers but who deal with budgets, numbers, accounts and financial matters as a regular part of their job.

Finance is the language of business, and yet it is the one topic that strikes fear into the heart of many a professional. Study shows that it is an area where huge knowledge gaps exist across functions and yet without grounding in the basics it is impossible to do a truly professional and thorough job in business, particularly for the procurement professional.

This course is aimed at those who are terrified or terminally bored of figures. It demystifies and deconstructs the basic elements of finance and teaches a few key basics which will enable even the most number phobic buyer to become more efficient and professional in this aspect of their job.

- Relating the numbers to everyday business
- Why we can't leave it all to the accounts department
- The procurement contribution
- Basic terminology
- Decoding profit and loss documents
- Understanding the balance sheet
- Ten basics to demystify finance
- Four key ratios
- Five key tricks of supplier pricing
- Six common mistakes of the finance phobic
- Group exercise



Introduction to Business Body Language

17 July 2012, 10am to 4pm

Liverpool John Moores University

Presenter: Jenny Radcliffe

Cost: £125, Level: Introductory/Medium

This interactive and light-hearted workshop is designed to give delegates an introduction to body language in a business context. It debunks some of the myths of the subject and gives practical tips and tricks for understanding the body language of others and ourselves in a business context.

The course uses footage of politicians, celebrities and business icons to illustrate techniques, tells and non-verbal signals. It contains lots of practical exercises, quizzes and activities to give delegates opportunities to test out their new found skills.

- Do you speak the silent language?
- Can you tell if someone is lying to you?
- How can you tell when someone feels under pressure?
- How can you appear assertive without even speaking?

Speaker Profiles

John Barlow

John Barlow is the latest addition to Radcliffe Training Associates, with a background in international education, next-generation technologies, group dynamics, and performance management. With a strong academic background combined with hands-on experience John is able to inspire and motivate groups and brings the best out of those around him.

He delivers a variety of training at all levels, adapting the content and presentation style to suit the audience. He has written a number of papers on educational theory and practice, consulted on the implementation of new initiatives, and regularly updates his own knowledge through a process of continual professional development.

He has worked with a variety of international clients and trained a number of professionals around Britain and Europe, and is developing a variety of training products with Radcliffe Training.

As well as delivering a range of financial and business-centred courses, John takes a particular interest in negotiations, non-verbal communication, and deception detection.

Glenn Fletcher

Glenn Fletcher is Achilles' EC Legislation Manager and has responsibility for developing new products and services for public procurement professionals. He is the product manager for the knowledge based software product 'THEMIS', designed to assist compliance with EC procurement legislation. He runs open and in-house training courses in EC compliance and provides an advice service to a number of public and utility customers.

Prior to joining Achilles he led a team within the Treasury's Procurement Policy division, concentrating on international procurement issues. He has been closely involved in the development of UK government and European Commission guidance and has provided advice on procurement to the public and private sectors.

His previous experience was within the electricity supply industry and latterly with British Coal, where he worked for over 10 years in the central procurement department, and within the corporate strategy team. His responsibilities included budgetary control, negotiation with internal and external customers and training.

Florence Gregg

Florence has over 25 years experience in procurement, working in the Health Service and Higher Education. She joined Queen's University Belfast in 1990 and was Head of Purchasing from 1998 - 2004 when she left to work as a purchasing consultant. Her limited company, figpc Ltd, began trading in July 2006. During her time in Queen's she gained her MSc in Purchasing and Supply Management - her dissertation looked at the applicability of the EU Procurement Directives on the HE sector - at a time when many institutions were arguing that the legislation did not apply to them.

Over the last 3 years, Florence has worked with the Standards and Good Practice Group to develop HELP, the on-line Library of Procurement; the Efficiency Measurement and Tender Evaluation Models; and the Management Information and Systems Group to understand the emergence of e-procurement within the sector, as well as the development of KPIs to help institutions understand their progress towards the professionalisation of their procurement functions.

Florence works mainly with public sector clients, with the UK and Irish HE and FE sectors forming the majority of her client base. The company is now becoming more established in other Irish public sectors.

Jo Kavanagh

Jo has over 25 years of procurement experience holding senior positions in the private sector, further education and higher education. Jo also brings academic experience gained from her time lecturing and training.

She has managed a variety of successful training programmes in both the public and private sector including piloting the new CIPS Introduction to Purchasing and Supply Certificate Level 2.

At a national level, Jo is working with Universities UK Strategic Procurement Group. She is also managing an e-Enabled Procurement Toolkit project on behalf of the Department for Education and the Association of Colleges.

Jae Mather

Jae Mather's background is in sustainability management, environmental technology and sustainable construction within local authorities and within the business world. He is a performance driven, insightful Executive, offering expertise in global environmental issues and sustainability from experience gained across the ecological, social and economic aspects of sustainability.

He has worked within the environmental and sustainability field for over 15 years with experience gained in Ireland, the Netherlands, Switzerland, France, Canada, Australia and the UK. Key skills include: Environmental Technology, Sustainability Management, Sustainable Construction, Energy Management, Sustainability/Energy Auditing, Training, Speaking, Strategy Development and Sustainable Procurement.

Jenny Radcliffe

Jenny Radcliffe MBA, MCIPS is a recognised authority on a variety of subjects including procurement, negotiation, lecturing and training globally on a wide variety of related topics. She draws on her extensive knowledge and experience of business and commercial practices to provide delegates with an up-to-date and on-the-floor expert viewpoint.

Jenny is an acknowledged expert on Chinese business and military strategy which adds a unique angle to her negotiation and strategic skills. These skills, coupled with in-depth knowledge of Body Language and profiling techniques, mean she is hired to advise and negotiate on behalf of a multitude of clients from various sectors, regularly saving millions of pounds in complex and strategically sensitive international deals.

Jenny is the contributing lecturer for the MBA programme at the University of Bath and guest lectures at various academic institutions including Manchester Business School and The University of the West of England amongst numerous others.

She is a sought after public speaker for conferences and award events and is a published author and contributor to many business forums, publications and steering groups. She is a CIPS examiner and teaches the qualification to Level 6 and beyond, and runs corporate bootcamps for graduates and business professionals, focussing on confidence building, leadership, negotiations and business survival skills.

Jenny's company Radcliffe Training Associates is based in Lancashire, England.



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