

Course : Crisis situations and purchasing negotiations

What you need to know to manage conflict effectively

Practical course - 1d - 07h - Ref. CSY

Price : 820 € E.T.

The COVID-19 pandemic has led to numerous crisis situations and conflicts in supplier relations, revealing the importance of being prepared to manage them. This training-workshop offers you the keys to adapting to any crisis situation and preserving your performance objectives.

Teaching objectives

At the end of the training, the participant will be able to:

- ✓ Analyze the context and understand the parties' motivations and interests
- ✓ Know the three ways of resolving conflict: law, negotiation, mediation
- ✓ Adapting strategy and preparing for crisis negotiations

Intended audience

Buyers, purchasing managers.

Prerequisites

Be in a purchasing negotiation situation.

Practical details

Hands-on work

Each sequence alternates between quizzes, individual or group brainstorming, sub-group practical exercises, debriefs and exchanges of practice.

Teaching methods

Active, participative teaching methods. Alternating theory and practice with application to the context and experience of participants.

Course schedule

PARTICIPANTS

Buyers, purchasing managers.

PREREQUISITES

Be in a purchasing negotiation situation.

TRAINER QUALIFICATIONS

The experts leading the training are specialists in the covered subjects. They have been approved by our instructional teams for both their professional knowledge and their teaching ability, for each course they teach. They have at least five to ten years of experience in their field and hold (or have held) decision-making positions in companies.

ASSESSMENT TERMS

The trainer evaluates each participant's academic progress throughout the training using multiple choice, scenarios, hands-on work and more.

Participants also complete a placement test before and after the course to measure the skills they've developed.

TEACHING AIDS AND TECHNICAL RESOURCES

- The main teaching aids and instructional methods used in the training are audiovisual aids, documentation and course material, hands-on application exercises and corrected exercises for practical training courses, case studies and coverage of real cases for training seminars.
- At the end of each course or seminar, ORSYS provides participants with a course evaluation questionnaire that is analysed by our instructional teams.
- A check-in sheet for each half-day of attendance is provided at the end of the training, along with a course completion certificate if the trainee attended the entire session.

1 Contract and new crisis context

- Identify the buyer's new needs and interests.
- Understand the motivations and interests of the supplier or service provider.
- Identify the emotions generated.

Role-playing

Quiz on emotions and motivations. Individual work: each participant analyzes his or her own context. Sub-group discussions based on their analyses, with feedback from the trainer. Large-group feedback: collective debriefing. Sharing of a multi-criteria analysis grid.

2 The law and the legal mechanisms invoked in the event of a crisis

- Understand why it's not really possible to invoke force majeure.
- Know the mechanism of judicial suspension of the contract.
- Rely on unpredictability.
- Review contractual clauses.

Exercise

Quiz on the legal responses to the main requests for contract modification or termination. In sub-groups, participants analyze the clauses of their contracts. Large-group debriefing. Sharing of an action checklist.

3 Adapt your strategy to the situation: prepare for negotiation

- Identify a common goal and make it accepted.
- Managing power relations.
- Preparing to negotiate in tense situations.
- Reinforce personal power to develop confidence.
- Learn to manage emotions.

Role-playing

Quiz on best practices and tools for conflict negotiation. In sub-groups, participants prepare a purchasing negotiation using a conflict negotiation preparation matrix. Back to the large group: collective debriefing of preparations.

4 Using mediation

- The contribution of mediation in conflict situations.
- Internal mediation.
- Call on the company ombudsman.

Exercise

Mediation quiz. In sub-groups, participants propose an action plan to develop the use of internal and external mediation in their organization. Large-group debriefing and sharing of RFAR-certified best practices.

TERMS AND DEADLINES

Registration must be completed 24 hours before the start of the training.

ACCESSIBILITY FOR PEOPLE WITH DISABILITIES

Do you need special accessibility accommodations? Contact Mrs. Fosse, Disability Manager, at psh-accueil@orsys.fr to review your request and its feasibility.