

2 One Day Contract Governance Programs

# Relationship Management

Developing Co-operation and Collaboration in Contracts

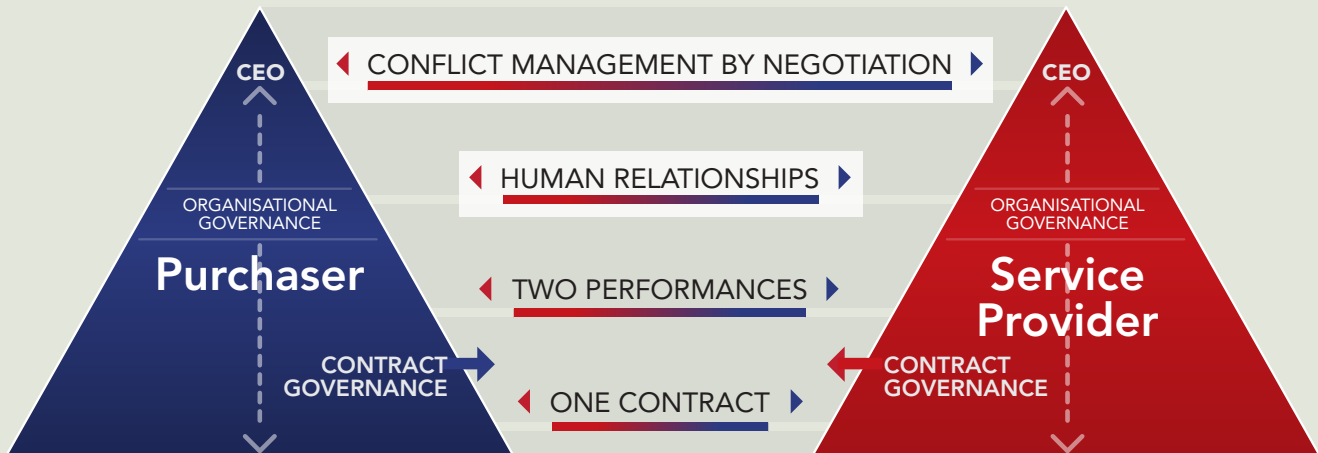
and

# Negotiation

Conflict Management in Contracts

Melbourne • Brisbane • Sydney • Canberra • Perth

## THE BURKE FOUR PILLARS MODEL™



# RELATIONSHIP MANAGEMENT

Developing Co-operation and Collaboration in Contracts

## PROGRAM DATES:

Melbourne 5 March 2012

Canberra 8 May 2012

Brisbane 19 April 2012

Perth 21 May 2012

Sydney 1 May 2012

## PROGRAM DESCRIPTION

Relationship management deals with the management of human relationships.

It is the management term for the principles of, collaboration and good faith in contracts.

It is a key skill for contract governance.

This program develops a systematic model for creating and maintaining good working relationships in contracts.

It is one pillar of **The Burke Four Pillars Model™** of Contract Governance.

## PROGRAM CONTENT

- Understanding the contract relationship
- Clarifying the goal of relationship management
- The kinds of interpersonal relationships you need in contracts
- Assumptions and mistakes you should avoid in thinking about and developing working relationships
- A six element model for relationship management: Identify the operating elements in relationships and guidelines for behaviour
- How to use the relationship management model
- The link between relationship management and conflict management (negotiation)

## PROGRAM LEADER FOR BOTH PROGRAMS

Terence Burke B.A., LL.B., B.C.L.

Terence is principal of CPLi Consulting, a specialist firm providing services to public and private sector organisations in the creation and governance of contractual relationships.

# NEGOTIATION

## Conflict Management in Contracts

### PROGRAM DATES:

Melbourne 6 March 2012

Brisbane 20 April 2012

Sydney 3 May 2012

Canberra 9 May 2012

Perth 22 May 2012

### PROGRAM DESCRIPTION

Contract relationships naturally give rise to differences.

Negotiation is the most common process used by organisations and contract managers to deal with these differences. The management of the negotiation process is therefore a key skill in contract governance.

This program deals with how to negotiate efficiently in the context of existing and ongoing contract relationships. It is one pillar of **The Burke Four Pillars Model™** of Contract Governance.

### PROGRAM CONTENT

- Why differences naturally arise in contract relationships
- The different types of differences in contract relationships
- The people context: managers as negotiators
- The commercial context: a commercial exchange relationship partly or wholly performed
- The legal context: law & lawyers in negotiation
- The litigation process and negotiation “litigotiation”
- Alignment of negotiation goals with contract management goals
- Understanding the anatomy of the negotiation process – away from the table and at the table
- The different models of negotiation
- Why commercial exchange interests should drive negotiation in contracts
- The interests driven model for contract negotiation
- How to prepare for negotiation: A 7 point systematic plan for managing the process of negotiation
- Case studies

## CPLi CONTRACT GOVERNANCE CONSULTING

In addition to contract governance education programs, CPLi provides contract governance consulting services focused on making contract relationships work efficiently.

# REGISTRATION FORM

	<b>Relationship Management</b>	<b>Negotiation</b>
<b>Melbourne</b>	<b>5 March 2012</b>	<b>6 March 2012</b>
<b>Brisbane</b>	<b>19 April 2012</b>	<b>20 April 2012</b>
<b>Sydney</b>	<b>1 May 2012</b>	<b>3 May 2012</b>
<b>Canberra</b>	<b>8 May 2012</b>	<b>9 May 2012</b>
<b>Perth</b>	<b>21 May 2012</b>	<b>22 May 2012</b>

## Melbourne: Stamford Plaza Hotel

111 Little Collins Street, Melbourne, VIC 3000 Tel: (03) 9659 1000 Fax: (03) 9659 0999

## Brisbane: Stamford Plaza Hotel

Cnr Edward & Margaret Streets, Brisbane QLD 4000 Tel: (07) 3221 1999  
Fax: (07) 3221 6895

## Sydney: Holiday Inn Potts Point

203 Victoria Street, Potts Point NSW 2011 Tel: (02) 9368 4000 Fax: (02) 9380 0202

## Canberra: Crown Plaza Hotel

1 Binara Street, Canberra ACT 2601 Tel: (02) 6247 8999 Fax: (02) 6257 3182

## Perth: Duxton Hotel

Duxton Hotel, 1 St Georges Terrace, Perth WA 6000 Tel: 08 9261 8000 Fax: 08 9261 8038

Name: \_\_\_\_\_

Position: \_\_\_\_\_

Company: \_\_\_\_\_

Address: \_\_\_\_\_

Postcode: \_\_\_\_\_

Tel: \_\_\_\_\_ Fax: \_\_\_\_\_

Email: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

All enquiries and registration forms to:

**CPLI Pty Limited** ABN 40 003 146 325

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Potts Point NSW 2011

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Email: [info@cpli.com.au](mailto:info@cpli.com.au) [www.cpli.com.au](http://www.cpli.com.au)

I wish to attend:

Relationship Management

Negotiation

In:  Melbourne  Brisbane

Sydney  Canberra  Perth

**Fee:** \$1200 incl. GST per delegate each program

A separate 10% discount applies for the second and subsequent attendee registering at the same time from the same organisation.

I wish to claim early registration discount

### **PAYMENT REQUIRED WITH REGISTRATION**

Please make cheques payable to CPLI Pty Limited, OR please charge the following credit card.

VISA  MASTERCARD  AMEX

Card number: \_\_\_\_\_

Cardholder's name: \_\_\_\_\_

Signature: \_\_\_\_\_

Expiry date: \_\_\_\_\_

Fees are payable in advance. Confirmation of registration will be sent automatically. Fees include documentation, lunch and refreshments.

**CANCELLATION:** If unable to attend, a substitute delegate is accepted without extra charge. Cancellations received in writing 14 days or more prior to the event will be fully reimbursed. Cancellations received in writing 13-7 days prior to the event will receive 50% reimbursement of the registration fee paid. After this date, fees are not refundable. CPLI reserves the right at any time and without prior notice to change the venue/speakers or program from that described in this brochure. CPLI also reserves the right at its absolute discretion and without further liability to cancel this program in which event all fees paid will be refunded. CPLI 346/347