Managing Service Providers

Hands-on course of 2 days - 14h
Ref.: MGS - Price 2024: CHF1 530 (excl. taxes)

EDUCATIONAL OBJECTIVES
At the end of the training, the trainee will be able to:

Defining the contractual framework of various service providers

Organizing the work of a team of service providers on an everyday basis

Boosting your legitimacy and trust with all stakeholders

Encouraging involvement with convincing communication.

Managing delivate situations with no hierarchical connections

Participatory instruction. Hands-on tools analyzing the manager's relationship communication and relying on scenarios.

THE PROGRAMME ———————

last updated: 01/2018

1) Clarify the contours of the contractual relationship
- Identify the framework of the relationship.
- Understand types of management and service providers.
- Detect the benefits and limits of cross-cutting management.
- List respective rights and obligations: The legal and contractual framework.
- Understand the specifics of cross-cutting management: Cooperation, coordination, relationship.
- Grasp differences in logic and challenges.
Exercise : Create a map of stakeholders. Build a question grid aimed at identifying differences in logic.

2) Learn how to institute management without hierarchies
- Clarify roles, missions, and goals.
- Structure the specifications and organize the contribution meeting.
- Identify services providers' goals with the SMART method.
- Determine their expectations and motivations.
- Organize and manage a team of service providers on an everyday basis: Task flowchart, types of meetings, etc.
- Build the matrix of roles and responsibilities.
- Define and monitor the expected results of the service: Task sequencing, performance indicators.
- Establish a partnership: Coordination, cooperation, highlighting common interests.
Exercise : Listing the items that affect the choice of time between performance meetings. Building the metaplan.

3) Boosting your authority and legitimacy.
- Spotting different forms of power. Enhance your credibility.
- Legitimize your function, your role: Clarify the roles defined in the contract in a participatory form.
- Develop non-hierarchical authority: Take into account the needs of various stakeholders. Create trust.

- Affirm your leadership position and build charisma.

Exercise : Role-playing based on the charisma and legitimacy of a manager in dealing with service providers. Group debriefing.

4) Adapting your communication

- Communication processes and channels: Question, listen, rephrase, dialog, negotiate.
- Pass along information using appropriate means. Develop active listening: verbal, para-verbal, non verbal.
- Develop active listening: verbal, para-verbal, non verbal. Use your emotional intelligence.
- Develop a motivating method of communication for use face-to-face, on the phone, and in writing. Email best practices.

Hands-on work : Identifying communication processes and channels to be put in place in order to clarify and optimize relations between stakeholders. Scenarios: Practicing active listening. Group debriefing.

5) Getting service providers motivated and involved

- Be convincing to mobilize contributors and get them to join the meeting.
- Structure your intervention plan: Context, project challenges, goals, action plan.
- Various cooperative and uncooperative behaviors. Life positions.
- Create a favorable relationship environment. Develop empathy. Grant trust. Give responsibilities. Create the right vibe.
- Tools for influencing and motivating: Identity-realization, belonging, recognition-power.
- Give signs of recognition: The A.S.A.P. method (Appropriate, Sincere, Analytical, Personalized).

Hands-on work : Role-playing: A meeting to motivate a service provider without hierarchical ties. Preparing the interview with that service provider in subgroups.

6) Handling situations made difficult by status

- Spotting major attitudes in communication: Aggressiveness, manipulation, passiveness, assertiveness.
- Say things with fairness and authority with the DESC tool.
- Managing difficult personalities and removing obstacles.
- Anticipating and defusing conflicts.
- Managing the vibe within the team.
- Refocusing if there is a deviation: Prepare for the meeting, proceed through each step.

Exercise : Defuse a managerial conflict with a service provider. Refocus an employee without a hierarchical relationship. Group debriefing.

7) Building a personal progress action plan.

- Self-analysis/diagnosis by each participant.
- Highlight your personal talents.
- Define SMART goals, a schedule, additional resources. Formalize the expected results.

DATES

REMOTE CLASS
2025 : 20 Jan, 15 May, 17 Jul, 16 Oct