

Session 1

(11 Oct – 3 hours*)

- Introduction (Pauline)
 - 1 hour
- Recap of essentials course (all trainers)
 - 1 hour 15 mins

Session 2

(12 Oct – 2,5 hours*)

- Theme 1: Master change orders
 - Financial processes (David) - 60 mins
 - Contracts (Antje) - 15 mins
 - Challenge discussion - 30 mins

*** Breaks included**

Session 3 (18 Oct – 3 hours*)

- Theme 2: Overcome performance issues
 - Performance management and contract termination (Pauline) – 60 mins
 - Governance driving oversight (Julianne) - 30 mins
 - Vendor relationship management (Jean) - 45 mins

Session 4 (19 Oct – 3 hours*)

- Theme 3: Manage your strategy
 - Stakeholder management (Jean) - 60 mins
 - Subcontracting (Dorte) - 30 mins
 - Role of the Outsourcing Manager (Dorte) - 20 mins
- Participants' questions & AOB (all)- 40 mins

*** Breaks included**