

Case Study	<i>Design and delivery of Just in Time Contract Management Startup Workshop support training.</i>
Category:	Government
Client:	Department of Family and Community Services and Indigenous Affairs

The Challenge

How to prepare the staff to manage potentially contentious contract startup workshops and negotiate contracts with assertive and competitive tenderers with special needs.

The Process

The Department of Family and Community Services and Indigenous Affairs needed training for Child Care Branch staff. The staff were required to manage potentially contentious startup workshops with successful tenderers who were to be contracted to provide Quality Assurance services for Out of School Hours care.

These tenderers were known to be assertive and competitive, to hold differing perspectives on the best way forward and some were non-compliant with various tender requirements. Negotiations needed to deliver a common starting point for national delivery.

A tailored, specialised and practical workshop was designed by Bayley and Associates within a tight timeframe to meet the Department's specific needs.

The Result

The contract start-up workshop was conducted smoothly and successfully. It achieved immediate results.

The Departmental staff felt confident in being able to tackle a potentially daunting task and was able to achieve a number of concessions from the contractors. A common starting point for national delivery was achieved.

The project demonstrated Bayley and Associates' ability to:

- Design and deliver a just in time intervention for a workplace team to tackle a specific issue
- Design and deliver an innovative approach to solving an issue for a client, including training, workshopping real issues and small group coaching to achieve better performance, all using a real workplace issue
- Bring our subject matter expertise to bear on a client's issues