



# Honeylight

ENTERPRISES PTY LTD

## RELATIONSHIP MANAGEMENT TRAINING

### Key Outcomes/benefits

This program will equip you with the skills, tools, techniques and concepts to identify and focus on achieving positive results through Relationship Management, including:

- Defining and mapping your stakeholder relationships
- Targeting ways to communicate with key decision makers
- Identifying and appealing to stakeholder needs
- Establishing relationship management strategies
- Building effective relationship networks internally & externally
- Developing a comprehensive relationship planning process
- Managing the relationship management process
- Measuring & continuously improving your business relationships
- Improving business value and healthier business relationships

### Key Topics

- Define a strategy for your Strategic business relationship
  - The lifecycle of a business relationship
  - Internal/external relationship management
  - Power, trust and dependency
  - The Chain of Support' and 'gateway blockers
- Business Relationship competencies
- Team requirements for business relationship management
- Major effective Communications Elements
- Stakeholder management
- Making business partnerships and alliances work
- Vendor/supplier needs & relationship to contractual agreements
- Develop Influence, compromise and collaboration Skill
- Develop effective negotiation styles
- Identify long term challenges to manage Business Relationships
- The Relationship Management Scorecard to greater success
- Prepare a Relationship Health check report that will lead to improved value

### Duration and Format

2 days in duration, this highly participative workshop style program blends a variety of different methods, including presentations, facilitated group discussion, live examples from your company, project team work groups, exercises and case examples. The format allows participants to openly discuss issues from within their own organisation and benefit from the collective experience of participants and presenter.

### Powerful presenter/Facilitator

**Beverley Honig BA LLB MBA** is the CEO of Honeylight Enterprises Pty Ltd and is well known in industry and government as a business guru. She is commissioned to run tenders for many client organisations in the industry, and is a popular training developer and facilitator, with a background as an international lawyer.

She brings a wealth of global commercial experience in the areas of stakeholder management, contracts, projects and sourcing. She has led reviews and structured management programs in the public and private sector across many industries. She also brings years of experience as an executive general manager at Coles Myer Ltd.



She is the published **author of the authoritative bestseller business book "Making Contracts Work"** and a renowned international public speaker. Beverley had had many years of general management experience in public companies such as Coles Myer, with responsibilities for asset portfolios worth \$1.5 billion.

Beverley is the Presiding Judge, Essential Services Commission Appeals, and has held board directorships across multiple industries, including Board Director Melbourne Markets, Centre for Adult Education, and AICC. She is a sessional lecturer and facilitator for QUT Business School's Executive MBA Program in Complex Project Management in Canberra for the Department of Defence, and is also a senior lecturer at Melbourne University in the areas of Project Management and Supply Chain Management. Beverley was nominated International Businesswomen of the year and is the recipient of several business awards presented by the Prime Minister, in recognition of outstanding contribution to international trade links. Beverley is listed in the Who's Who of Business.

### What's Included?

- An interactive workbook with key concepts and skills
- A quick-reference card on relationship Management skills
- Access to Honeylight's Centre of Excellence online forum

### Optional Extras

Ongoing mentoring workplace based activities and assessment

### Course Fee

\$1950 +gst per participant or group discount of 3 for 2 offer (ie each 3<sup>rd</sup> person attends free)

**For further information or to book your next course call +613 96139945 or email [info@honeylight.com.au](mailto:info@honeylight.com.au).....**