

NON-LINEAR NEGOTIATION

Achieving the right participants at the table in the right frame, leveraging evaluation, driving value not compliance, team management.

A program that explores commercial deal making and how to get the best value through asking a better question, evaluation for negotiation and strategic engagements. Suitable for those that negotiate internally or commercially.

NEGOTIATION AND FACILITATION

MASTERING THE MIDDLE

A generalists' program that provides tools and techniques to be a more effective desk officer, participant and manager.

A program designed to rapidly assist middle managers to deliver better outcomes by providing immediately useful and highly practical tools. Designed for desk officers who seek to be more effective. Particularly useful as part of a tailored induction program.

SKILLS FOR THE EFFECTIVE OFFICER

SERVICE DELIVERY CONTRACT MANAGEMENT

Managing service delivery through contract management.

Beyond compliance, how to gain the best from managing contract services rather than just contract administration. Useful for project and service delivery managers who seek to get the best value and contract administrators who seek to be more effective.

CONTRACT MANAGEMENT

INDUSTRY INSIGHT

Immersion into a company to understand what drives the 'the other side'.

A program that provides public sector middle and senior managers with an insight into how companies work when dealing with the public sector, particularly in major procurements.

UNDERSTAND INDUSTRY

NON-LINEAR NEGOTIATION

Participants will cover:

- theory and language of negotiation
- negotiating with people
- selecting tenderers
- evaluating for negotiation
- managing negotiations and negotiation teams
- managing disputes

Includes three mock negotiations culminating in a major multi-party negotiation.

Designed for those who negotiate internally or commercially, at any level.

MASTERING THE MIDDLE

Participants will cover:

- meetings and workshops
- whiteboards, flipcharts and presentation tools
- service and user design tools
- planning for performance
- program and project management
- contract and financial management
- the nature of industry
- managing consultants and contractors
- critical thinking and writing
- persuasive presentations

Includes a mock workshop, contracting a consultant, managing performance, and a critical argumentation exercise.

Designed for those who seek tools to assist with being a more effective desk officer middle manager.

SERVICE DELIVERY CONTRACT MANAGEMENT

Participants will cover:

- administration and management
- performance frameworks
- strategic relationship frameworks
- disagreement and dispute

Includes conduct of a service review, managing non-performance, managing a disagreement and the dispute framework.

Designed for those who seek better service outcomes delivery through contracting.

INSIGHT INTO INDUSTRY

Participants will cover:

- making money—individual and corporate
- a view of corporate governance
- responding to an RFI
- pricing and profit models
- strategic selling
- the difficult corporate issues

Includes a mock RFT response including development of the sales strategy, outline of response and management of the internal approvals.

Designed for those who seek an insight into how industry operates.

Why Kiah Insight?

Kiah Insight programs are focussed on the public sector. They are low on theory and high on experiential learning, based around case studies and practical exercises.

Our scenario-based exercises are unique. Our fictional Department of Space Exploration and its industry counterpart, Global Space Dynamics, are fully realised with annual reports, financial statements, strategic plans and more. Both are amalgamations of real-life clients with whom we have worked over the years. Participants are immersed in multiple roles, giving them different perspectives on the skills learned and how to apply them.

Our programs are delivered by experienced consultants who have proven our methods on numerous client assignments and projects. We use the programs ourselves to train new team members and develop our people's skills.

The Insight programs can be tailored to your organisation's needs or developed specifically to address the strategic skills and knowledge required. Client-specific programs can be interwoven into induction activities or be aligned to the needs of a particular project.



Delivery

Kiah Insight programs have been designed and are delivered by consultants experienced in client delivery. They are built on evidence-based best practice and research, adapted by experience for the public-private sector environment. We know they work, because we use them ourselves.

Insight sessions are generally run over two days. Materials and handbooks are included. Programs are usually delivered at our facilities, with lunch, morning and afternoon tea provided. All Kiah Insight modules can be delivered in-house if required and where suitable facilities are available.

The principal author and lead for most programs is Mr John Glenn, Managing Director and founder of Kiah Consulting—now a multi-million-dollar company specialising in negotiations and program recovery. As a consultant John has led major programs such as for the build and launch of a satellite, negotiations for major logistics, IT and telecommunication projects. As a senior executive he has been a successful principal/general manager in a start-up telecommunications company, a multi-national IT company leading a business across Asia, the Pacific and Japan, and a publicly listed consulting company.

John has tertiary qualifications in mathematics, computer science, electronic engineering and management with a master's equivalent in military science and project management. He is a member of the Australian Institute of Company Directors, and is a qualified and accredited mediator and dispute resolver.



HOW TO REGISTER

The fastest and simplest way to register is to email insight@kiah.com

Alternatively you can send a fax to: 02 6247 4582

Or write to us at: PO Box 1761 Canberra City ACT 2601

Terms and conditions

No charge for cancellation received at least 14 days prior. Cancellations between 10 and 5 working days prior will attract a 50% fee. Cancellations fewer than 5 working days prior will be charged the full rate.

Kiah Consulting reserves the right to decline any registration.

Talk to us about our discount for two or more registrations for the same course, or for more than one course.



Kiah delivers 'breakthrough consulting'. It may be the recovery of a wayward project, resolution of a dispute, contract restructure for improved outcomes and cost savings, complex procurement or pursuit, rapid implementation of a new program or development of options to deal with a seemingly intractable problem. No two assignments are the same but nearly all are characterised by ambiguity, urgency and challenge.

Kiah is unlike any other consulting company. Our business is fixing business problems, typically in and with the public sector.

We understand business is about delivering outcomes, not excuses, and bring that mantra to our assignments. We balance commercial imperatives with public sector values. We do the things that need to be done, not everything that might be done. We seek to leave a legacy of sustainable, self-managed outcomes appropriate to each client's needs.

Our success is built on strategy, insight and execution. This is what Kiah offers.

KIAH CONSULTING SOLVING PROBLEMS FROM THE INSIDE OUT

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KIAH INSIGHT PROGRAMS

For more than a decade Kiah consultants have been successfully assisting the public sector to solve problems: internal and commercial.

We have used a mix of skills and techniques to manage consultants and lawyers, to negotiate contracts, facilitate workshops, generate strategic options and present our thoughts.

Our clients regularly ask us to share those experiences with their staff, seeking insight into how their organisations might better address their ongoing challenges.

Kiah Insight is an experiential-based learning and development program, based on research, supported by real case studies, designed to answer that request.

- Negotiation and facilitation
- Dispute resolution approaches
- Management techniques
- Project management insights
- Informed by research
- Supported by real life case studies
- Delivered by people who have done it

SOLVING PROBLEMS FROM THE INSIDE OUT