

# Course 101: Strategic Sourcing Technical Skills

This course uses a structured approach to define strategic sourcing, and gives you tools and templates you can draw from in your daily activities. This component will be delivered through **online e-learning modules**. It will take approximately 12-15 hours to complete and you will have 12 weeks to complete the four modules. There will be quizzes to test your knowledge plus the opportunity to use an online "RFx generator" to complete an RFP.

## COURSE OUTLINE

### Module 1: Fundamentals

- **Explain** a leading practice Code of Ethics and the benefits of incorporating it into your organization
- **Adapt** your organization's existing policies or introduce new Policies & Procedures
- **Define** a plan to communicate and distribute the Code of Ethics to staff involved with sourcing activities within your organization
- **Explain** the benefits of leading practice Procurement Policies & Procedures
- **Adapt** your organization's existing policies or introduce new Policies & Procedures
- **Define** a plan to communicate and distribute your new policies to staff involved with sourcing activities within your organization

### Module 2: Understanding

- **Define** Strategic Sourcing and identify where it fits into the overall supply chain
- **Differentiate** between Strategic Sourcing and procurement
- **Identify** opportunities to increase value for money by applying:
  - Spend Analysis
  - Contract Analysis
  - Opportunity Assessment
  - Needs Assessment/Identify and validate specifications
  - Market Analysis

### Module 3: Deciding

- **Define** the appropriate Sourcing Strategy for your Sourcing Events
- **Apply** the correct RFx document to specific sourcing events
- **Create** compliant and accurate RFx documents & contracts
- **Execute** effective contract evaluations, negotiations and awards

### Module 4: Managing

- **Implement** and deliver contracts, capturing key performance metrics
- **Explain** the benefits of sound supplier and customer relationship management strategies
- **Apply** new skills in order to nurture productive relationships, and prepare for the in-class training session on relationship management

### Comments from graduated students:

*"I enjoyed the program and feel it should be taken by all hospital sourcing staff in the country."*

*"I could apply to actual past experience – very realistic and relevant scenarios."*

*"I found the materials were laid out in a sensible and progressive manner and the course was interesting overall."*

*"Course was very well done – good content, easy to use, appropriate subject matter."*

### WHEN

- Available January 3rd and must be completed by March 31st
- Basic certificate issued upon successful completion

### COST

- \$499 plus HST – Non Member
- \$429 plus HST – HSCN Member

The Healthcare Supply Chain Network recognizes there is a need for healthcare specific supply chain training not available in other supply chain or procurement training offerings and is developing a suite of courses to answer this need. With input from Canadian healthcare supply chain executives, subject matter experts and executive coaches, we are proud to offer the Canadian healthcare supply chain community a unique learning experience.

HSCN's initial offering provides procurement professionals in healthcare organizations with a basic framework for approaching strategic sourcing initiatives. This framework delivers state of the art, leading practice tools to enhance the skills of procurement professionals in delivering value to their organizations. It is divided into two components: an e-learning module, which addresses technical skills, and an interpersonal skills workshop, designed to enhance communication and relationship management skills. Combined, these two courses will enhance your efficiencies in procurement activities, which in turn can contribute to improved patient safety and outcomes.

### Who should attend these courses?

These courses have earned an excellent reputation as a "must take" within the Canadian healthcare supply chain community. The current offerings are designed specifically for supply chain professionals who work in health regions, hospitals, shared services organizations, CCAC's and GPO's. They also provide valuable insight to participants from supplier organizations. Unique within the healthcare supply chain training market, these courses were designed by Canadian healthcare supply chain professionals and executive coaches to further advance professional development.

**Register today to reserve your spot!**

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Toronto, ON M3C 2E8**

**administration@hscn.org**

**www.hscn.org**

*Supply Chain is a Strategic Patient Care Function*



# HSCN Healthcare Supply Chain Courses

Winter/Spring 2011

*Learn, Share, Network*

# Course 102: Interpersonal Skills Workshop (Course #101 is a prerequisite)

This course is designed to support the strategic sourcing skills you have learned in the e-learning modules by enhancing your interpersonal and relationship management skills. As we engage in more complex sourcing events, the change management aspects can be as complex as the specifications. This intensive, **two day on site session** will be offered in Toronto and will provide you with an understanding of your own communication style as well as insights into how to influence others to achieve win-win results. An added benefit of attending this workshop is the opportunity to learn through networking with your peers and sharing real life experiences. You will be introduced to the principles of this session in Module 4.

The Strategic Sourcing Technical Skills course is a prerequisite for this workshop. You can save \$100 by registering for both courses at the same time, or register for the workshop at a later date. See details below.

## COURSE OUTLINE

- **Learn** about your preferred thinking and communication style and how this influences your usual approach to problem solving, communicating and presenting ideas to others
- **Learn** how to enhance communication and influence by applying strategies that help to get people on board and minimize resistance to change
- **Practice** the concepts using real life scenarios you are likely to encounter in your organizations
- **Learn** how to apply a “thinking model and influence framework” to your interactions in both customer and supplier relationship management
- **Receive** take away reference tools that will help you apply this learning in your day to day activities

### Comments from graduated students:

*“This was truly a great workshop. Best I have been to in years.”*

*“The program provided me with ideas that we can instantly incorporate into our day to day operations.”*

*“Enjoyed! Loved the personal profile package.”*

*“Very upbeat, informative and humorous.”*

*“Great instructor team. Uses attendees in a very positive way.”*

## WHEN

- April 6 and 7, 2011 in Toronto at an airport hotel (subject to meeting minimum class size)
- Special hotel rate will be available for registrants
- All course materials included
- Advanced certificate issued upon successful completion

## COST

**Courses #101 and #102 (Interpersonal Skills Workshop plus Strategic Sourcing, if registered at the same time)**

\$1598 plus HST – Non Member (save \$100!)

\$1428 plus HST – HSCN Member (save \$100!)

**Course #102 only (Interpersonal Skills Workshop if registered separately from Strategic Sourcing)**

\$1199 plus HST – Non Member

\$1099 plus HST – HSCN Member

Questions about our courses can be emailed to [administration@hscn.org](mailto:administration@hscn.org) or you can phone our office at 416-477-2543.

***HSCN is committed to developing a suite of courses for the Canadian healthcare supply chain professional. Participants will receive immediate certificates of completion while HSCN works towards securing certification through various accredited bodies.***

## Facilitator Bios

### Dianne E. Anderson

*President, Hunter Anderson Group, Inc.*



Dianne is a skilled facilitator and organizational development consultant and coach. With over 18 years as a senior executive in hospital settings, Dianne has a proven track record of helping clients shift challenges into opportunities in order to achieve breakthrough results and competitive advantage.

Dianne’s wealth of experience includes: board member, Certified Executive Coach, public speaker, member, American College of Healthcare Executives (Fellow), member, Canadian College of Health Services Executives (CHE). Dianne’s driving purpose is to help leaders and teams find hidden talents in order to optimize individual potential and ultimately achieve superior results.

Dianne developed and co-facilitates the Interpersonal Skills Workshop.

### Sarah Friesen

*President, Friesen Concepts Inc.*



Sarah has over 25 years of strategic sourcing and supply chain experience in the private and public sectors. For the past 10 years, her focus has been on supply chain and strategic sourcing transformation in healthcare.

Most recently, Sarah has concentrated on professional development and the Ontario Broader Public Sector Supply Chain Guideline (SCG). In addition to supporting a number of Ontario hospitals as they align their purchasing policies and procedures to the SCG, she is developing a Toolkit and associated training to support the implementation of the SCG in healthcare organizations (see the SCG Toolkit at <http://hscn.org/scgtoolkit.htm>). Sarah lectures on healthcare supply chain topics at various educational institutions.

Sarah led the development of both modules of the Strategic Sourcing training program, and co-facilitates the Interpersonal Skills Workshop.



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**Register today to reserve your spot!**

### How to register:

To register mail, fax or email the following information to [administration@hscn.org](mailto:administration@hscn.org)

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Hospital or Organization Affiliation: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Email address: \_\_\_\_\_

Phone #: \_\_\_\_\_

I am interested in the following sessions:

#101 Strategic Sourcing Technical Skills (available January 2011)

#102 Interpersonal Skills Workshop (available April 2011)

I may be interested in taking the Interpersonal Skills Workshop and will decide at a later date.

HSCN Member:  Yes  No

HSCN Membership #: \_\_\_\_\_

*HSCN will contact you with registration confirmation and payment options.*