



Leading positive change

Managing Vendor and Partner Relationships ◇ *Duration: 1 Day*

Overview	Your partners and vendors are integral to your success. Learn how to ensure you are choosing the right partner for your organization. Learn what areas are best to leave to the experts you've hired and when you should maintain control. This course is designed to help you make the most of your vendor and partner relationships
Topics	Choosing the Right Partner Managing vs Micro-managing Reporting and Results
Target Audience	Fundraisers more than 3 years in the role Managers and Directors of Annual Giving Programs

Course Content

Introduction

Choosing the Right Partner

RFP
Partner vs. Vendor
What really matters
Testing
Long term Partnership

Managing your Partners

Your role in the relationship
Letting your partners do what you've hired them to do
Holding them accountable
Monitoring
Approvals

Reporting

Statistically significant numbers
What information do you need to see
Making decisions based on reports

Results

Managing swings in results
The cream factor
Projecting the future

What to Expect from your Partner

Communication
Costs
Projections
Plans
Learnings
Recommendation
Materials

Keep it Competitive

Build a long term relationship in a competitive environment
Is the lowest quote the way you should go?
Multiple quotes, what does this mean?

Conclusion and Course Summary