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VENDOR WHISPERER

Start Date:	16/11/2026	**End Date:**	20/11/2026
Categories:	Procurement & Commerc	**Venues:**	London
Formats:	In Person	**Instructors:**	

OVERVIEW

This unconventional course helps professionals master the art of managing vendors through influence, empathy, and negotiation. Designed for procurement, project, and operations professionals, it blends communication, relationship psychology, and contract alignment to drive supplier performance.

OBJECTIVES

By the end of this course, participants will be able to: – Influence vendors without micromanaging or escalating. – Build vendor rapport and decode behavioral signals. – Drive results through accountability and relationship trust. – Address conflicts constructively and maintain service levels. – Align commercial terms with vendor expectations and execution.

COURSE OUTLINE

1- The Psychology of Vendor Relationships 2- Communication, Influence, and Trust Building 3- Performance Management without Escalation 4- Conflict Handling and SLA Reinforcement 5- Vendor Strategy, Alignment, and Loyalty

TARGET AUDIENCE

All Supervisory Levels, Procurement officers, contract managers, project leads, and operations staff managing third-party vendors and suppliers.

METHODOLOGY

Role-playing, conflict simulations, stakeholder mapping, and vendor performance playbooks.

CONCLUSION

Participants will transform the way they manage vendors—less friction, more influence, and stronger commercial outcomes.

DAILY AGENDA

Day 1: The Role of the Vendor Whisperer

Redefine vendor management as a leadership function with influence and trust at the core.

Day 2: Reading and Managing Vendor Behavior

Decode vendor signals, reactions, and service patterns.

Day 3: Driving Accountability and Results

Set expectations, KPIs, and agreements that don’t require escalation.

Day 4: Navigating Conflict and Pressure

Use empathy and negotiation to resolve issues without damage.

Day 5: Vendor Partnership Strategy

Build a loyalty-driven vendor framework aligned with business outcomes.

For more information, please contact us:
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