

# Strategic Consulting and Implementation Consortium

*Superior strategies to managing People Systems Processes Products  
Projects Programmes Finances to deliver triple bottom-line*

## Development Consultants



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*Partnering to tackle the world's development problems!*

### About SCIC

We are a new generation development consulting company based in London. We undertake extensive research on social, environmental, economic and political development challenges in the mix. We undertake the crafting of integrated development strategies for implementation; and provide advice to governments, businesses and individuals focusing on needs and peculiarities of the customer. Our key drivers are high ethical values, quality and social enterprise.

## Outsource to improve performance - the opportunities and challenges

### Introduction and objectives

Many organisations nowadays outsource some of their services to enable them meet their short to long term objectives. By outsourcing services, organisations can concentrate on what they are really good at doing (that they need to be doing) to deliver value to stakeholders. Outsourcing can be from simple call centres for customer services to more complex service and input supplies as important component of the value chain. The approaches are different depending on the objectives of outsourcing and the services. Managing relationships that are dynamic and influenced by different environments often not within your control, can be quite challenging. This is sometimes even more difficult with offshore outsourcing where issues of language, culture, quality, targets and other barriers can be difficult to deal with. This course has been designed to help organisations (public and private) and decision makers understand and deal effectively with outsourcing challenges to take advantage of opportunities that it presents.

### Who will benefit from this training?

- Key decision makers in private and public organisations
- Legal team leaders
- Unit managers
- Procurement managers
- Human Resources managers
- Account managers
- Management consultants and advisers
- Public officers and government agencies of labour and productivity

## Expected benefits to participants at the end of the course

- Define and understand outsourcing
- Make a business case for outsourcing
- Enter successful contractual relationships, and manage legal hurdles, especially in offshore situations
- Understand the nature of contractual agreements
- Avoiding reputation and performance risks associated with outsourcing
- Understand the critical success factors for successful outsourcing
- Learn how to deliver value through effective outsourcing
- Learn how to maintain competitive advantage through outsourcing
- Learn how to deliver the bottom-line through outsourcing

## Course duration

3 days

## Location of Training

London, U.K.

This training can be conducted in-house on request.

## Training fee

Standard course fee would cover instructing, course materials, certificate of attendance, sightseeing and lunch. The course can however be organised as a packaged short training programme to include airport pickup, London city transportation and lodging.

**Individuals** – £1230.00 (standard)

Organisations sponsoring three or more person (10% discount) - £1107.00

### Travel

Participants are encouraged to make personal arrangements early. We are able to provide general advice where this may be required

For additional information please contact us:

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This course is promoted subject to our [terms and conditions](#).