Workshop on Understanding and Drafting Internal Service Level Agreements Maximising Efficiency in Support Activities

Contracts Management

Course Overview

Workshop on Understanding and Drafting Internal Service Level Agreements Maximising Efficiency in Support Activities: a 3-day professional training course...

What You Will Achieve

- Explain the core principles and current good practice in Understanding and Drafting Internal Service Level Agreements Maximising Efficiency in Support Activities
- Apply practical tools and techniques for Understanding and Drafting Internal Service Level Agreements Maximising Efficiency in Support Activities in your own organisation
- Analyse real-world scenarios and select the right approach with confidence
- Avoid the common pitfalls that undermine Understanding and Drafting Internal Service Level Agreements Maximising Efficiency in Support Activities in practice
- Build a personal action plan to implement what you have learned

Who Should Attend

Directors, senior managers, heads of department, team leaders and high-potential professionals preparing for greater leadership responsibility.

Course Outline

1. Foundations of Understanding and Drafting Internal Service Level Agreements Maximising Efficiency in Support Activities: principles, terminology and context
2. The business case: why Understanding and Drafting Internal Service Level Agreements Maximising Efficiency in Support Activities matters to performance
3. Core tools, frameworks and methods
4. Applying the tools: guided case study and exercises
5. Common pitfalls and how experienced practitioners avoid them
6. Working with stakeholders: communication and influence
7. Measuring results and continuous improvement
8. Personal action planning and course review

Upcoming Dates and Fees

DATES	VENUE	FEE (PER DELEGATE)
2 to 4 Nov 2026	Durban	**$950**

23 to 25 Nov 2026	Accra	**$950**
14 to 16 Dec 2026	Online	**$550**

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Every delegate receives a Certificate of Attendance. Group and in-house rates available on request.