

TO TRAIN OR NOT TO TRAIN

THAT IS THE QUESTION!



AEP Says:

- ▶ How To Do Business on the Website
- ▶ Electronic Procurement Manual for Internal Users
- ▶ Continuous Improvement Program
 - ▶ Formal Survey of Internal External Customers
 - ▶ Formal Internal /External Training
- ▶ Professional Certification
- ▶ Education
- ▶ Staff Professional Development Program



WHAT DO YOU SAY /WHY:

WHY

- ▶ Education and networking opportunities pump up the volume on the best practices and help you find more efficient ways to do your job and stay current on issues that your organization faces every day
- ▶ Training helps your business run better. Trained employees will be better equipped to handle customer needs = Increased Customer Satisfaction
- ▶ Training promotes job satisfaction. Nurturing employees to develop more rounded skill sets will help them contribute to the company.
- ▶ Training is essential for knowledge transfer
- ▶ Training is a recruiting AND retention tool
- ▶ Let employees know there are more ways than one to contribute. Instead of hiring someone new, offer them a chance to learn new skills and benefit from their experience.
- ▶ The Cost of Turnover
 - ▶ Productivity Slips
 - ▶ Increased workload and stress on remaining staff
 - ▶ Slowdown of processes to meet your customers' needs

Training and Education: WHO

Staff

Customers



WHO

- ▶ YOUR TEAM
- ▶ Departments/End Users
- ▶ Vendors
- ▶ Citizens, Students, Tax Payers
- ▶ Governing Body

Depth of Training

- ▶ Who, What, Frequency???



WHAT

▶ YOUR TEAM

▶ Laws, Specifications Technology

- ▶ Excel, Access, Visio, E-procurement

▶ Buyer 101

- ▶ Right Product/Service, Right Place, Right Time, Right Price
- ▶ Competition / Quotes, bids / open Market, Cooperatives
- ▶ What to Include
 - ▶ The Who, What, When and Where (4 R's)
- ▶ Elements of a Contract
- ▶ FOB (shipping Terms)
- ▶ Transfer of Title / Claims / Defects
- ▶ Insurance
- ▶ Inspection/Receipt
- ▶ Price -vs- cost Analysis

▶ Advanced

- ▶ Evaluations, Negotiations, Contract Management
- ▶ Conflict Resolution

WHAT: Department/End Users

Have Your Team Present This Training

- ▶ Laws, Specifications, Evaluations, Negotiations, Contract Management
- ▶ Centralized -vs- Decentralized
 - ▶ Buyer 101
 - ▶ Right Product/Service, Right Place, Right Time, Right Price
 - ▶ Competition / Quotes, bids / open Market, Cooperatives
 - ▶ What to Include
 - ▶ The Who, What, When and Where (4 R's)
 - ▶ Elements of a Contract
 - ▶ FOB (shipping Terms)
 - ▶ Transfer of Title / Claims / Defects
 - ▶ Insurance
 - ▶ Inspection/Receipt
 - ▶ Price -vs- cost Analysis

WHAT: Vendors

Have Your Team Present This Training

- ▶ How To Do Business:
 - ▶ E-Procurement System
 - ▶ Laws
 - ▶ Procedures
 - ▶ Registration
 - ▶ Certification
 - ▶ Up-Coming Opportunities
 - ▶ How Often?

WHAT: Citizens, Students, Tax Payers

Have Your Team Present This Training

- ▶ Procurement as a Profession
- ▶ Commitment to Preserve and Protect the Public Trust and Safeguard Taxpayer Dollars
- ▶ Competition

WHAT: Governing Body

Have Your Team Present This Training

- ▶ Policy
- ▶ Procedures
- ▶ Laws
- ▶ Contracting Authority

Communication Tools

- ▶ Getting your message out.....



YOUR MESSAGE

- ▶ Website
- ▶ Newsletters
- ▶ Performance Dashboards
- ▶ Presentation of Achievements: AEP, New Certifications
- ▶ Scheduled Training / Retraining
 - ▶ New Employees
 - ▶ New Governing Body Members

WHERE:

On-line and Face To Face Offerings

- ▶ Institute for Supply Management: Rio Grande Valley <https://www.ismrgv.org/>
- ▶ LBJ School of Public Affairs <https://lbj.utexas.edu/>
- ▶ Project Management Institute <https://www.pmi.org/>
- ▶ National Contract Management Association <https://www.ncmahq.org/ncma-home>
- ▶ TXPPA <https://www.txppa.org/>
- ▶ NIGP <http://www.nigp.org/>
 - ▶ Texas Chapters: <http://www.nigp.org/docs/default-source/docs/GoPro/DecJan2010/nigpchapdir>
- ▶ GFOAT <https://gfoat.org/>