



New synergies and impacts for sourcing and procurement

**Double impact results for
sustainable value creation in your business**

Chinese rock gardens embody the perfect arrangement of water and stones. In Chinese beliefs, water stands for softness and dynamic change. Rocks symbolize solidity and wisdom. The combination of water and stones achieves a natural completeness based on the synergies between the two. This is the metaphor for Value².

VALUE²



Value² double impact programmes

GEMS International GmbH tailors interpersonal communications and development programmes using our unique and successful Value² concept built around Pentadigm[®] Customer Value Management, Consultative Procurement and Process Communication Model[®]. The original Value² concept for marketing, sales and key account managers has been deployed successfully and highly praised by many blue-chip global clients.

The Value² concept has now been extended to address the needs of procurement. This programme will bridge the gap between today's market requirements and the status quo within the company, enabling procurement to become a more integral part of a sustainable, value creating organization.

The synergies derived from the combination of insightful elements of Consultative Procurement and the psychological interpersonal communications elements of Process Communication Model[®] (PCM) provide a powerful double impact to your staff development, performance and effectiveness.

This unique mix addresses both sides of procurement interfaces within the organisation and with external suppliers in an integrated programme that achieves remarkable results in terms of functional excellence, individual and team performance and develops your people into fully rounded professionals, capable of dealing with the human side of their work environment more effectively.

Value² leads to sustainable performance improvement through a motivated team and successful internal client and external supplier relationships. Value² is aimed at experienced and advanced senior procurement practitioners, managers and executives.

©Process Communication Model is a registered trade mark of Taibi Kahler Associates, Inc.
©Pentadigm is a registered trade mark of GEMS Europe GmbH

Benefits and deliverables

Key deliverables from the programme will be an improved quality of business through increased interpersonal communications as well as increased active listening skills and capabilities for all programme participants.

Participants will acquire skills and competencies to deepen client and supplier understanding, improve interpersonal communications (with internal clients and external suppliers), advance communication to strengthen negotiation skills, recognize and understand others' personality traits, character strengths, distress sequences and psychological needs. They will be able to deploy these skills in their new integrated business behaviours.

Typical programmes

The integrated business and PCM models are taught in an inspirational programme consisting of two 2-day workshops, spread over a period of 2–3 months. Clients often find it beneficial to reinforce workshop learnings with coached business projects. GEMS International's expert practitioners are ready, willing and able to provide coaching support to teams and individuals.

The coaching conducted during, between and after the workshops ensures a deeper application and adoption of learnings into a real and sustainable behaviour change in the day-to-day working life of the workshop participants.

Many clients also find it valuable to re-visit and share experiences six to nine months down the road in a "Shared Experiences" workshop. The agenda is open and defined by the experiences and needs of the participants.

A typical 4-day workshop could look like this:

Module 1

Day 1

- Getting to know our personalities
- The aim and objectives of the seller
- People perceive the world in different ways
- The aims and objectives of the purchaser

Day 2

- Client, buyer and seller personality types
- Finding common ground between sellers and purchasers
- Communicating effectively
- Understanding different values

Module 2

Day 3

- Overcoming the differences between sellers and purchasers
- Applying PCM to create positive communication
- Supplier Relationship Management and Client Value Management come together
- Recognizing and dealing with objections

Day 4

- Dealing with tense and difficult situations
- Creating a positive interaction
- Building sustainable relationships
- Putting it all together: the perfect communication and lasting relationships

Our philosophy and approach

GEMS Value² Programmes are led by seasoned, expert practitioners and they are tailored to the specific needs of the individual client.

All GEMS Value² programmes follow this approach:

Learn → Practice → Apply → Implement

- Learn a concept, tool or model
- Practice – see how others have successfully applied it
- Apply the concept, tool or model to your actual business/personal situation
- Decide how you can successfully implement this in your actual business/personal situation.

GEMS is a global business excellence practice owned and operated out of Zürich, Switzerland by Phil Allen, with a network of expert business management practitioners, serving clients around the world.

GEMS creates value for clients by helping them to apply business excellence in strategy development and in implementation. GEMS's focus is practical business excellence for value growth.

Business excellence development and implementation, built around the key needs and drivers of clients and suppliers, are the core of GEMS's hands-on approach to improving business results.

GEMS applies practical Consultative Procurement to help clients to cut through the jargon and the processes and get down to creating and implementing value for their clients and suppliers. GEMS delivers practical Consultative Procurement programmes. GEMS integrates business practices with interpersonal communications skills in the unique Value² model.

Please call us today for a personal consultation to discover how Value² can help you and your organization to greater success and improved business results.

VALUE²

Value² is a specialized brand of GEMS Europe GmbH

GEMS Europe GmbH	Tel. + 41 41 4783 8777
GEMS International GmbH	Fax + 41 41 727 0778
Reblaubenweg 4a	info@gems-europe.com
CH-8820 Wädenswil, Switzerland	www.gems-europe.com