



# Communications Skills for Procurement: Getting Your Audiences on Board



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Sarah Browning  
Browning York Ltd

# What is effective communication?



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# Correlation model



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**There is a direct link between:**

Effective communication



Stakeholders feeling positive and motivated



Improved engagement and actions

# Communication planning



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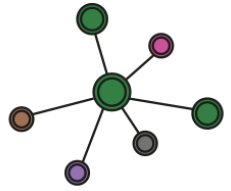
# Example one



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A news item in a staff e-newsletter:

The procurement department is pleased to announce that we have just agreed a 2-year contract with Rich Science Ltd to supply our lab consumables. We worked really hard to get the best deal, had lots of meetings with them and finally came to an agreement that offers great prices on the items we use.



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# Example two

An operational announcement on the intranet:

In order to bring about cost savings for our organisation, the Finance department has introduced a fantastic new process for paying invoices. This new process will come into effect from 1 May 2017. Over the following year we hope to save £500,000, which we will be able to use for refurbishing our student study areas and contributing to the world-class experience that our students are looking for.

If you have regular contact with suppliers who invoice us, please discuss this change with them to support the official notification that the Finance department will send to them.

Please contact Bina Kumar, Head of Finance, if you have any questions.



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# Increase the impact

From a newsletter:

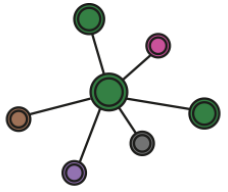
## Super savings

It's been a bumper period for new contract negotiation:

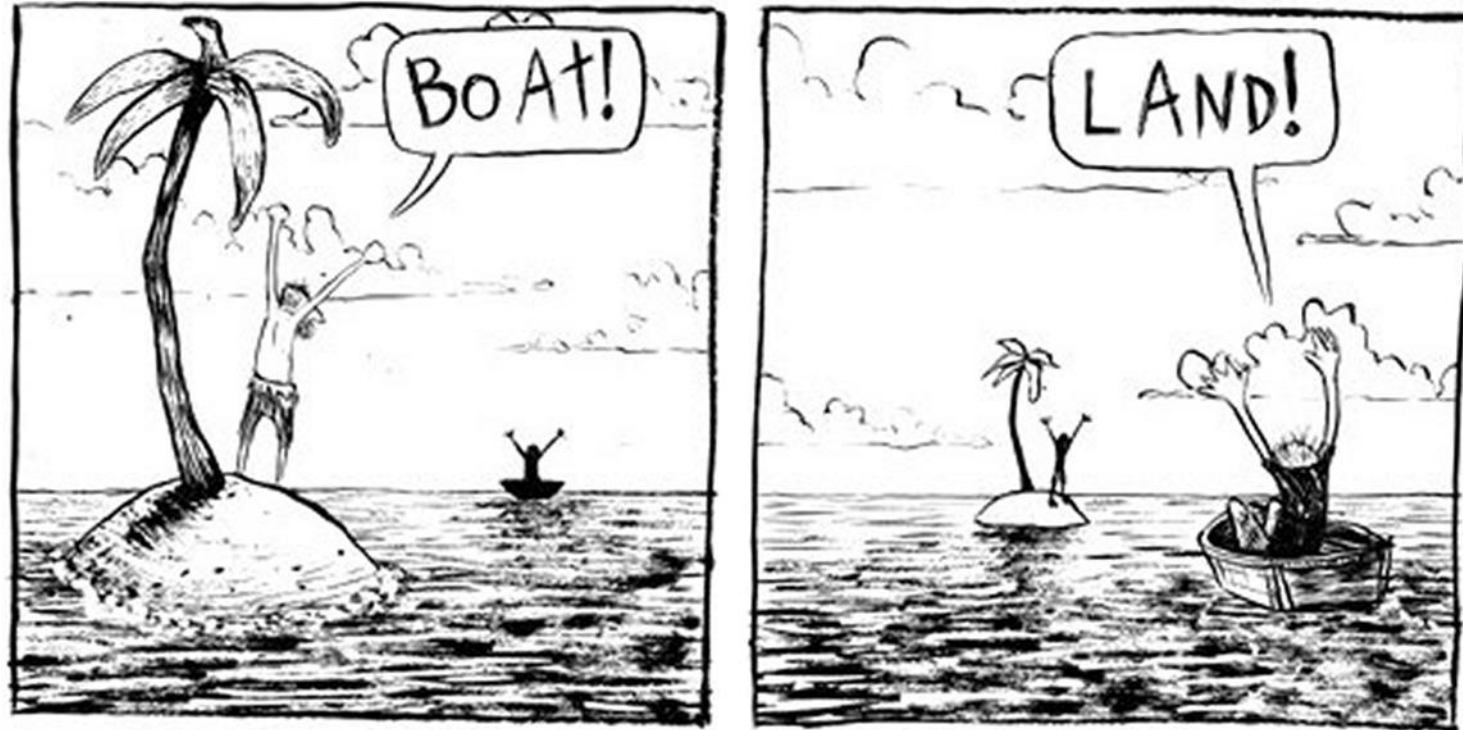
- XMA will now be supplying the University's Windows desktop PCs at pre-agreed prices.
- The range of products on offer from Office Depot has been rationalised and it will now be easier for you to find the products you regularly use at better prices.
- Bof have agreed to provide consolidated monthly invoices to the University, reducing our back office administration processes.

These are all great steps towards our target of saving £3m over the next 5 years.

# Put yourself in their shoes



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Perspective...



# Case-studies



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# 3 things you can start today



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1. Audience shoes

2. So what?

3. Part of your routine





# Questions?

@BrowningYork  
[www.browningyork.com/blog](http://www.browningyork.com/blog)  
[sarah@browningyork.com](mailto:sarah@browningyork.com)



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Sarah Browning  
Browning York Ltd