



# Positive Relationships with Vendors

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2015

# Be a Good Neighbor

- Layout the guidelines

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- Work to build a mutually respectful relationship

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  - No surprises that require immediate responses
- Be prepared

# Customer Service is Everything

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- Call back

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- Provide requested information in a timely manner

# Work in Teams

- Establish a core team

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- Have one person from the core interface with other subsidiaries representatives/ other departments

# Work Toward Efficient Meetings

- Know the client/vendor
  - Check their website
  - Talk to people in the know

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# Be Open to Different Ideas and Possibilities

- Find common ground
- Find a solution, even if temporary, that works for both of you

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- Don't overstaff your negotiations
- Keep an open mind

# Call Only Me.

- My professionals will refer you to me anyway
- Professionals have no purchasing power
- Don't waste their time

# Be Upfront

- Don't play games



# Be Willing to Walk Away

- You **must** be willing to walk away.

# Vendors are my Partners

- Work together

# Fear



# No Fear



**Thank you!**



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