



Client-Contractor Relationship Governance Training Course

18 – 22 January 2027
Kuala Lumpur

Client-Contractor Relationship Governance Training Course

Ref: 627_148102 **Date:** 18 – 22 January 2027 **Location:** Kuala Lumpur **Fees:** 5200 Euro

Overview

Client-Contractor Relationship Governance Training Course is a five-day professional course for client and contractor functions who leave with a Relationship Operating File. Participants apply role clarity, communication protocols, joint governance, expectation reviews, issue escalation, change interfaces, meeting records, relationship health checks, and closeout. The course addresses friction caused by unclear behaviors and disconnected decisions through shared operating routines. Agile Leaders Training Center presents client-contractor relationship governance as a structured working discipline.

Who Should Attend

- Client representation functions responsible for relationship direction, decisions, and internal alignment
- Contract management functions responsible for governance routines, records, and issue routes
- Project management functions responsible for coordination, delivery interfaces, and joint meetings
- Procurement and commercial functions responsible for expectations, change interfaces, and business discussions
- Engineering functions responsible for technical communication, dependencies, and resolution records
- Contractor relationship functions responsible for counterpart coordination, responses, and closeout

The course assumes participants coordinate an active client-contractor relationship at work, and it leaves out contractor performance control, country-specific legal advice, and advanced contract negotiation.

Departments and Industries

The course supports departments and industries that deliver services or projects through client-contractor relationships.

- Contracts, procurement, commercial, and supplier relations
- Project management, engineering, operations, and facilities
- Construction, energy, utilities, and manufacturing
- Transport, logistics, telecommunications, and technology
- Healthcare, hospitality, real estate, and professional services

Learning Objectives

By the end of this course, participants will be able to:



- Apply relationship governance roles and decision boundaries
- Build communication and information-sharing protocols
- Use joint meeting, action, and decision records
- Analyze expectations, behaviors, issues, and relationship health
- Evaluate escalation and change-interface routes
- Build relationship transition and closeout records

Course Agenda

Day 1: Relationship Purpose and Governance

- Relationship Purpose and Value Charter
- Client-Contractor Role and Decision Matrix
- Relationship Governance Forum Map
- Mutual Expectation Alignment Sheet
- Working Behavior Agreement

Day 2: Communication and Joint Working

- Communication Channel and Audience Map
- Information-Sharing Protocol
- Joint Meeting Structure and Calendar
- Action and Decision Register
- Counterpart Contact and Handover Matrix

Day 3: Issues, Interfaces and Relationship Health

- Issue Ownership and Escalation Ladder
- Change Interface Coordination Record
- Technical Dependency Discussion Log
- Relationship Health Review Scorecard
- Behavior and Expectation Reset Plan

Day 4: Tension, Transition and Closeout

- Difficult Conversation Preparation Sheet
- Joint Problem-Framing Method
- Escalated Decision Brief
- Relationship Transition Checklist
- Exit and Closeout Record



Day 5: Relationship Governance Practice

- Exercise: Establish Roles and Working Behaviors
- Exercise: Design Communication and Meeting Routines
- Exercise: Route Issues and Change Interfaces
- Exercise: Review Relationship Health and Transition
- Capstone Exercise: Client-Contractor Relationship Operating File

Practical Exercises

The course uses suggested activities to apply relationship governance across different operating settings.

- Suggested activity: define roles, expectations, and working behaviors for an energy service relationship.
- Suggested activity: design communication, meeting, action, and decision records for a facilities contract.
- Suggested activity: route an interface issue and reset expectations for a transport project.
- Suggested activity: review relationship health and prepare transition and closeout records for a technology service.

FAQs

Who suits client-contractor relationship governance training, and what does it assume?

It suits client representation, contracts, projects, procurement, commercial, engineering, operations, and contractor relationship functions and assumes participants coordinate an active relationship.

How does client-contractor relationship governance differ from contractor performance management?

Client-contractor relationship governance organizes how both parties communicate, decide, escalate, coordinate, and close the relationship, while contractor performance management measures delivery results and corrective action.

What should a client-contractor relationship charter contain?

A relationship charter should record shared purpose, intended value, role boundaries, decision authority, working behaviors, communication routes, governance forums, issue escalation, review routines, and transition principles.



How should client-contractor issues be escalated?

Issues should move through recorded ownership, response points, decision authority, evidence requirements, escalation levels, communication responsibilities, and closure confirmation appropriate to their effect.

What supports a client-contractor relationship health review?

A relationship health review uses evidence from expectations, behaviors, communication, meeting actions, decision timeliness, unresolved issues, interface coordination, and counterpart feedback to agree specific adjustments.

Conclusion

Participants leave with a Client-Contractor Relationship Operating File containing a charter, role matrix, communication protocol, meeting structure, decision register, escalation ladder, interface record, health review, reset plan, and closeout evidence. The file replaces improvised interaction with shared routines. It also makes relationship decisions, issues, behaviors, and transitions visible to both parties.