# Commercial & Contract Management



# **Effective Communication during Contract Implementation**

Effectively communicating a contract to an implementation team is crucial to ensure a clear understanding of the contractual obligations and to facilitate a smooth execution. Here are some top tips:



## 1. Summarize Key Points

Provide a summary of the most critical contract elements, such as scope, timelines, deliverables, and milestones.

## 2. Clarify Roles and Responsibilities

Clearly define who is responsible for what, ensuring team members understand their individual and collective responsibilities.





#### 3. Highlight Important Clauses

Draw attention to clauses that have a direct impact on the team's work, such as penalties for delays, quality standards, and reporting requirements.

## 4. Use Plain Language

If you have not already simplified your agreements, make sure you translate complex legal jargon into simple terms that non-legal team members can easily understand.





#### 5. Tailor the Communication

Different team members may need to know different aspects of the contract. Customize the information to be relevant to each subgroup.

#### 6. Provide Context

Explain the business objectives behind the contract to provide the team with a clear understanding of the 'why' behind the 'what'.



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### 7. Encourage Questions

Create an environment where team members feel comfortable asking questions to clarify their understanding.

#### 8. Use Visual Aids

Flowcharts, diagrams, and timelines can help visualize relationships, processes, and timelines.





# 9. Provide Training

Consider providing specific training if the contract involves complex processes or compliance requirements.

#### **10. Create Reference Materials**

Develop quick reference guides for team members to consult as needed.





### 11. Schedule Regular Check-Ins

Establish routine meetings to discuss contract-related issues, monitor progress, and adjust as necessary.

### 12. Ensure Accessibility

Make sure the contract and related summaries are easily accessible to the team for reference.



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#### 13. Build a Communication Plan

Integrate contract communication into the broader project communication plan to maintain alignment.

## 14. Emphasize Compliance

Stress the importance of adhering to the contract terms to avoid breaches that could lead to penalties.





## 15. Manage Changes

Ensure a process is in place for contract changes or variations to be monitored and communicated to those with a need to know.

Effective communication of the contract requirements to the implementation team aligns expectations and ensures proper execution. Following these tips and maintaining open and transparent communication fosters collaboration and engagement, reducing misunderstandings and disputes. When all parties clearly understand the contract's objectives, implementation is more efficient and successful.

#### **Learn more**

Upskill with our <u>Commercial & Contract Management Certifications</u>; the only industry-recognized accredited programs to provide a comprehensive, relevant, flexible, and globally recognized learning experience in CCM.