Positive Relationships with Vendors
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Be a Good Neighbor

• Layout the guidelines
• Agree to stick to the guidelines
• Work to build a mutually respectful relationship

Everyone is Busy

• Be respectful of time
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• Be respectful of time
  — Meet regularly to stay on the same page

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Everyone is Busy

• Be respectful of time
• Agree and share agenda in advance
  — No surprises that require immediate responses
• Be prepared
• Stick to the allotted amount of time

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Customer Service is Everything

• YES! Concept applies to libraries
• Call back
• Provide requested information in a timely manner
Work in Teams

• Establish a core team
• Have one person from the core interface with other subsidiaries representatives

Work Toward Efficient Meetings

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

• No surprises
Work Toward Efficient Meetings

• Know the client
  – Check their website
  – Talk to people in the know
• No surprises
• Be prepared

Be Open to Different Ideas and Possibilities

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

Everything is Negotiable

• Many moving parts
• Get as much of the negotiations done in a non-contentious environment as possible
• 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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