

## **The People Side of Supply Chain Management Key Attributes and Core Competences**

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**Abstract.** It goes without saying that technology continues to impact our business models with the result that organizations in all sectors are increasingly part of high performance networks. These networks are focused on meeting, or indeed, exceeding the expectations of an ever more demanding 'global' customer within shortening time-frames. This network development has begun to highlight once again the people side of supply chain management, often overlooked or at best neglected in recent years dominated by the competitive advantages promised by sophisticated software and web-platformed technology. As the supply chain professional is challenged to operate strategically in this emerging environment of the total network - the extended inclusive model that embraces internal and external partners - the arbiters of success shift towards excellence in network management with its emphasis on attributes and skills that operationalize collaborative effort. Attributes of emotional intelligence, competency in building relationships, partnering, communication management, teaming, mentoring/coaching, managing conflict productively are among those that have become crucial to professionalism today.

This session takes an in-depth participative approach to these realities and the challenges faced by supply chain professionals as they seek to meet the challenges. It considers the changing business models and what it will take in terms of people attributes and skills to stay ahead. This interactive workshop explores the 12 key roles of professionalism in a skills-based analysis of world-class supply chain management. The analysis in turn illustrates that the advance of technology only serves to highlight the urgency of 'the people side' rather than diminish it in importance.

1. **The Opportunity.** Offering an overview of emerging successful business models the session provides an attributes and skills framework - anchored in 12 key roles - for world class supply chain professionalism. Using proven tools, it provides participants with the opportunity to assess a selection of their current personal capability levels in a discussion-based environment. The session also offers suggestion and guidance on how to develop further towards the highest levels of practitioner success.

**Objectives.** With a clear understanding of the direction in which supply chain optimization and business value creation is moving, together with the associated attributes and skillsets, participants will take away

A: An actionable framework of attributes for world class performance

- B: A set of self-assessments in key areas of competence for immediate on-the-job application
- C: A broad understanding of personal strengths and priorities within 12 key roles
- D. Guidance on how to take personal learning forward effectively and efficiently

## **References**

Christopher, Martin. *Logistics and Supply Chain Management*, FT London, 1998  
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