Service Level Agreements: Mastering Contract Management

12 – 16 September 2027
Istanbul (Turkey)



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Why This Course

Service Level Agreements play a vital role in defining expectations, ensuring accountability, and maintaining strong business relationships. When designed and managed effectively, SLAs help improve service quality, reduce misunderstandings, and drive measurable performance.

This comprehensive 1-week program is designed to provide professionals with the practical skills needed to create, implement, and manage effective SLAs. It focuses on aligning service delivery with business objectives while ensuring clear communication and continuous improvement.

What You'll Learn and Practice

By joining this program, you will:

- Understand the structure and key components of effective SLAs.
- Develop skills to design, negotiate, and implement SLAs.
- Monitor and measure service performance using KPIs.
- Manage stakeholder expectations and resolve conflicts.
- Apply continuous improvement strategies to enhance SLA performance.

The Program Flow

Day 1: Introduction to Service Level Agreements

- Understanding the purpose and importance of SLAs.
- Exploring key components and structures of effective agreements.
- Differentiating between internal and external SLAs.
- Reviewing legal and compliance considerations.

Day 2: Creating and Negotiating SLAs

- Identifying service requirements and defining objectives.
- Developing performance metrics and key indicators.
- Applying negotiation techniques for balanced agreements.
- Drafting clear and structured SLA documents.



Day 3: Implementing and Managing SLAs

- Establishing governance frameworks for SLA management.
- Monitoring and measuring service performance.
- Developing reporting and communication processes.
- Managing updates and changes to SLA terms.

Day 4: Stakeholder Management and Conflict Resolution

- Identifying key stakeholders and understanding expectations.
- Applying effective communication strategies.
- Preventing and resolving conflicts efficiently.
- Building strong and sustainable business relationships.

Day 5: Continuous Improvement and Optimization

- Analyzing SLA performance data and trends.
- Identifying gaps and improvement opportunities.
- Implementing structured improvement processes.
- Exploring emerging trends in SLA management.

Individual Impact

- Strengthen your ability to design and manage SLAs effectively.
- Improve your negotiation and communication skills.
- Build confidence in handling service performance issues.
- Enhance your analytical approach to service management.

Organizational Impact

- Improve service quality and operational performance.
- Strengthen relationships with clients and partners.
- Increase transparency and accountability in service delivery.
- Support continuous improvement and long-term business success.

Training Methodology

This program emphasizes practical, hands-on learning through:

- Real-world SLA scenarios and case studies.
- Interactive workshops and group discussions.
- Practical exercises in drafting and performance measurement.
- Tools and templates for immediate implementation.



Beyond the Course

By the end of this program, participants will be equipped with the tools and knowledge needed to manage SLAs effectively.

They will return ready to:

- Create structured and effective SLA agreements.
- Monitor and improve service performance.
- Manage stakeholder expectations with clarity.
- Drive continuous improvement in service delivery.

This course enables professionals to approach SLA management with structure and confidence—ensuring stronger partnerships, better performance, and sustained organizational success.

