



# CASE STUDY

## Minimised risk with improved legal comprehension

### THE CHALLENGE

A large international manufacturing company, our client had recognised a gap in their technical and practical legal capabilities, particularly in relation to the understanding and drafting of commercial contracts.

The organisation had a number of staff working in ‘quasi-legal’ roles and they were keen to minimise risk to the business by ensuring their staff understood both broader contract law principles and the subtleties of specific clauses, terms and conditions. They were especially keen that all staff should understand the potentially major consequences of seemingly minor amends.

The team in question ranged from frontline sales staff and engineers through to senior managers and directors. All had little or no legal background or contract law training which had led to some challenging situations for the company.

### OUR SOLUTION

To properly embed learning the client needed a training solution that was tailored to the specific context in which their employees operated on a day to day basis. Kaplan Altior worked with key individuals at the company to understand the team’s roles and processes and to pinpoint specific actions which had exposed the organisation to increased risk.

Given that the training would be delivered to a diverse audience spanning a range of experience and capabilities, we had to ensure that it was highly contextualised and practical with plenty of opportunity for questions, discussion and practice.

After a period of bespoke design, the end product was a training programme which used anonymised contracts and terms & conditions to improve and hone the delegates’ knowledge, awareness and skills and enable them to identify critical points of potential risk which needed to be escalated to senior management.

### END RESULT

The training was well received and a huge success. Delegates left the course better equipped to identify potential areas of contractual conflict thus reducing the risk of a ‘battle of forms’, identify when and how to escalate issues appropriately and help mitigate against risk to the organisation.

Those who undertook the training are now able to confidently and successfully negotiate and draft commercial contracts, whilst also having a better understanding as to when escalation to senior managers is the proper course of action.

Contact us for more information  
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