

Relationship Management, Relational Contracting & Collaborative Working Training Program

As Business Arrangements Become More Complex, Achieving Optimum Sustainable Performance Requires Flexibility, Adaptivity, and Increased Collaboration.

It is no secret that the many complex public-private and public-public business arrangements fall short of meeting stakeholder expectations. The single leading cause of failure is that complex, long term agreements are structured and managed as static transactions or deals, and therefore do not adapt well to change and evolution. By positioning the relationship among stakeholders at the heart of delivery, oversight and performance management, business arrangements are structured and managed as collaborative and adaptive system that drive change and achieve improved outcomes with lower risk.

This Executive Training program will equip attendees with the skills and know-how to oversee the planning, sourcing, establishment, and management of relationships that will deliver exceptional performance. The program will provide a high level guide to implementing and operationalizing the ISO 44001 standard for collaborative business relationships and building the required capacity and skills necessary to enable change and create a culture of collaboration and trust.

THE RELATIONAL MODEL – AN ISO STANDARD

The Relational model of Management supports the development and management of an adaptive business relationship among partners, with whom collaboration and ongoing alignment is critical to achieving overarching common objectives. The Framework operationalizes ISO 44001, which was approved in Dec 2016 and published in early 2017, from the both perspectives of the internal policy and governance readiness to collaborate and in terms of establishing specific relationship management plans with strategic partners.

WHO SHOULD ATTEND

This training program is recommended for public and private sector executives, relationship managers, and managers involved in the planning, sourcing, negotiations or management of complex business arrangements.

Relationship Management, Relational Contracting and Collaborative Working Training Seminar

LEARNING OBJECTIVES

- Gain insight into the issues and challenges associated with managing complex business relationships;
- Understand the difference between individual relationships and relationship management as a system for outcome improvement;
- Learn about the definitive framework for best practices relationship management - the ISO 44001 international standard;
- Learn about Relationship Charters, and ISO 44001 relationship management plans, Joint Governance and, collaborative competencies development systems;
- Learn about the necessary tools to establish and operationalize relationships management frameworks in diverse stakeholder environments;
- Learn how to objectively assess relationship fit and partner capability, in relation to desired project/program outcomes, in the planning, sourcing, negotiations or management of complex business arrangements.
- Learn how to effectively construct and apply relational contract principles – how to plan, source and manage adaptive relationships that provide an ongoing opportunity to improve outcomes within a public sector procurement regime;
- Learn how to form and activate high performing joint teams within a mutually shared environment of trust and collaboration;
- Gain an understanding of the road map for facilitating collaborative engagements and for operationalizing ISO 44001 relationship management plans.
- Develop the necessary capability to manage culture change and the transition of complex business arrangements.

PROGRAM TAKEAWAYS

Participants will develop a “total system” understanding of adaptive business relationships and ISO 44001 Implementation with emphasis on change management and transitioning organizational cultures from an adversarial mindset to a collaborative, insight-based model of management.

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Agenda

<p>8:30 – 12:00 p.m.</p>	<p>Relationship Management Overview</p> <ul style="list-style-type: none"> • A macro level overview of Relationship Management and ISO 44001 • Complex Arrangements Overview, Challenges and Opportunities <p>Relationship Management Framework Reference Model</p> <ul style="list-style-type: none"> • An Introduction to collaborative, Relationship-Based Management Frameworks • Relationship Charter - Foundations of a Collaborative Business Relationship <p>Implementation – Relationship Management Plans</p> <ul style="list-style-type: none"> • ISO 44001 – Overview and Guidance; • Developing & Operationalizing the Relationship Charter and Corporate Relationship Management Plan
<p>12:00 – 1:00 p.m.</p>	<p>Lunch</p>
<p>1:00 – 4:00 p.m.</p>	<p>Implementation - Managing Relationships</p> <ul style="list-style-type: none"> • Performance Management; Integrated Risk & Enablement Management,; • Financial Management, Information Sharing; and Relationship Administration. <p>Relational Contracting Management</p> <ul style="list-style-type: none"> • Procurement of Strategic Relationships in the Public Sector • Strategic Analysis & Partner Selection Tools <p>Collaborative Competencies & Change Management</p> <ul style="list-style-type: none"> • Interest-Based Problem Solving Approach; • Creating a Culture of Collaboration and Trust and managing transitions. <p><i>For more info Contact us at Relationships@srscan.com or Visit us at www.srscan.com</i></p>

LEAD FACILITATOR

Andy Akrouche, MBA, RCM Lead Instructor
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It is time for all stakeholders to break away from the adversarial business models of the past and to begin working together within relational management frameworks that facilitate mutuality, joint decision making, transparency and continuous alignment. It is also time for the policy and procurement regimes to recognize and enable the 'Relationship' as the pivotal point through which service delivery and performance are managed, measured and evolved." - Andy Akrouche



Andy Akrouche is the founding partner of Strategic Relationships Solutions Inc. (SRS), a knowledge-based relationship management firm. While serving as Vice President of Outsourcing Management Services at Digital Equipment Corporation, and citing the failures of many complex business arrangements, Andy founded SRS to revolutionize the framework within which strategic business relationships are sourced, structured and managed.

Andy Akrouche is acknowledged as the industry leader in developing and managing adaptive, dynamic Public-Private and Public-Public relationships. Andy and his team help organizations develop and implement high performing relationships by moving business arrangements from fundamentally static transactions or deals to adaptive relationships based on flexibility, agility, and ongoing stakeholder collaboration. The Relationship-based Model has proven its effectiveness in many high-profile business arrangements in several sectors including the Transportation, Health and Defense industries. Andy's passion is helping clients:

- Build awareness and internal capacity to create a highly collaborative organizational culture and high performance management teams;
- Plan, source, establish and manage adaptive strategic partnerships that deliver exceptional performance and sustainable value;
- Revitalize their existing business relationships and substantially improve the performance of their MOUs, agreements, and contracts;
- Enable the alignment of policy, approval processes, and program and procurement management regimes to support sustainable long term relationships;
- Employ strategic procurement and relationships management as a catalyst for creating strategic supply chain and sustained economic benefits.

Andy delivers executive seminars and training programs on Relationships Management, Relational Contracting Management, Outsourcing, ASD, Commissioning and PPP Management. He is the author of the book, [Relationships First: The New Relationship Paradigm in Contracting](#). Andy is also the president of the Institute for Collaborative Working Canada, a member of the Canadian ISO 44001 collaborative working management committee and a member of the Canadian ISO mirror committee on IT governance, ITSM, Business Process Outsourcing and Architecture and Performance Management.

You can follow Andy on his blog: [Relational Contracting Intelligence blog](#).

Andy holds a Master's Degree in Business Administration from the University of Ottawa.

FACILITATORS

Aisha Ghadban, RCM

Aisha is a senior training coordinator at the Centre for Collaborative Stakeholder Relationships responsible for the planning, project management, coordination, and delivery-related activities for a portfolio of relationship management, relational contracting, and collaborative working programs. Aisha, with effective communication and project management skills, ensures that the training program, learning methods, and overall attendees' experience exceed expectation.



Aisha's work experience includes the following:

- Coordinated the production of course material and the delivery of a series of Relationship Management courses for several clients including Boarder Services, Shared Services Canada, Treasury Board of Ontario, and the Government of Canada;
- Coordinated the delivery of Relational Contracting courses for the University of Ottawa Relational Contracting Management Certificate program;
- Planned and coordinated the delivery of a Ministry-Agency Relationship management training program for ADMs and Senior Directors in the Ontario government;
- Planned and coordinated the delivery of facilitated convergence workshops for many organizations including National Defence, Ontario Lottery corporation, IMP Aerospace, L3 ESS among others.
- Aisha works with client organizations to plan all aspects of the training and assists the instructors and facilitators in delivering the training programs.

Jon Hansen, RCM

As the Editor and lead writer for the PI Social Media Network's Procurement Insights Blog, Jon Hansen has written nearly 3,000 articles and papers; as well as five books on subjects as diverse as supply chain practice, public sector policy, emerging business trends and social media.

In addition to being a much sought after speaker and moderator internationally, Jon is also the host of the highly acclaimed PI Window on The World Show on Blog Talk Radio, which aired its 900th episode in 2014.



A two-time Ottawa Finalist for the Ernst & Young Entrepreneur of the Year Award, out of a group of 15,000, Blog Talk Radio named Jon Hansen as one of their top 300 hosts.

Jon also received an American Flag that was flown over the Virginia State Capital in Richmond in recognition of his contribution to the 2014 Public Procurement Forum. His presentation on "Bridging the Disconnect between Finance and Purchasing" wrote Virginia's CPO, "was extremely helpful to an extraordinary number of the Commonwealth's procurement staff," and that the insights from these sessions will enable "many to re-examine their current activities with an eye on improvements."