The Centre for Relational Outsourcing & Strategic Management

Building Relationships That Last

Relational Outsourcing Management
Online Training Program

It is no secret that over 70% of outsourcing business arrangements fail to achieve their objectives. Fuelling this failure is the common practice of structuring outsourcing arrangements as "transactions" or "deals" that become hostage to the "change order process" and not as ongoing relationships that facilitate change and respond to evolution.

The relational model places the "relationship" between the parties at the heart of delivery management and contract performance. Business arrangements are constructed as dynamic business relations and structures that drive change and manage to achieve outcomes. The SRS Relational Model for Outsourcing is founded on two key elements: enablement of success factors and provision of Integrated Intelligence-based Risk Mitigation (IIRM®) Framework.

Why Take The Relational Outsourcing Training Program?

This training program will provide you with the knowledge and tools you will need to move away from the traditional adversarial models of remedial based contracts to the new paradigm of **Relationships Management.**

Whether you are embarking on a new Client-Vendor Relationship such as Outsourcing, FutureSourcing™ and P3, reinventing existing relationships or simply trying to reform your organization's procurement regime, this training program will equip you with the skills and know-how to plan, source, establish and manage relationships that deliver exceptional performance that will be measured in optimum outcome realization, cost effectiveness, and overall quality.

Become a Relationships-First-Professional™. Learn about an innovative model for building high performing relationships

Relational Contracting Management Training Program

Master Level III
- 12 Months - 1 day in class per month
- 12 Module Background Online Training (Foundation Level)
- Team-Based Major Project Training
- Master Certificate

Professional Level II
- Foundation Level plus
- An individual 6 months 4-Part Online Certification Project
- Advisors Support

Foundation Level I
- 12 Module Online Course
- Online Lectures and Quizzes
- Certificate of Completion

Completing this training program will identify you as a knowledgeable person or an expert in sourcing, establishing and managing High Performing Relationships.

Key Learning Objectives

- Develop a "total system" understanding of the spectrum of relationships of external sourcing and shared services and its implications on business strategy and delivery;

- Develop awareness of the multi-dimensional complexities of relational outsourcing and shared services from an executive or functional lead perspective;

- Learn the analytical tools needed to source relationships rather than transactions and deals. Learn how to identify, assess and objectively evaluate strategic fit in a public sector setting;

- Understand how to place the relationship at the centre of delivery and integrated risk management;

- Learn how to conduct industry analysis and effectively target and engage relevant industry sectors;

- Discover the state-of-the-art governance and financial management model that keeps the relationship aligned, prosperous and delivering expected outcomes;

- Discover the constructs of Integrated Intelligence-based Risk Management (IIRM™) that delivers cost effectiveness and assures delivery quality;

- Learn a systemic framework and process for planning, constructing and managing complex public-public/public-private relationships;

- Gain a deep understanding of the enablers of success as well as the pitfalls that should be avoided at each step of the way.

- Gain a strategic implementation advantage from a change management and human resource perspectives.

Enjoy the latest in interactive learning technology

You're always just one click away from a certified instructor that can assist you in a timely manner. The Mindflash platform and the interactive review approach is guaranteed to provide you with an amazing learning experience.

Relational Contracting Management *Online Training Program*

Relational Outsourcing Management
Online Training Program Outline

Foundation - Level I

Interactive Learning Program		Estimated Time
Part A: Outsourcing Fundamentals		**3.5H - 5H**
1	What is Outsourcing and why do so many Outsourcing, Futuresourcing™ and PPP initiatives fail so often?	90 - 120 Min
2	What is 'Relational' and why it is a better model?	45 - 60 Min
3	Initial Outsourcing Assessment	75 - 105 Min
Part B: Relationship Charter – End State Management Platform		**2.5H - 3.5H**
4	Pillar 1 – Relationship Mission and Vision	30 - 45 Min
5	Pillar 2 – Joint Relationship Governance	90 - 120 Min
6	Pillar 3 – Financial Management Framework	30 - 45 Min
Part C: Planning and Procurement		**2.5H - 3.5H**
7	Sourcing Relationships; not deals or transactions	105 - 150 Min
8	Negotiations of Strategic Relationships	60 - 75 Min
Part D: Sourcing/Outsourcing Management Processes		**3.5H - 4.5H**
9	Start-up: Developing the Outsourcing Plan	75 - 90 Min
10	Opportunity Evaluation	45 - 60 Min
11	Relationship Detail Planning	45 - 60 Min
12	Change Management	45 - 60 Min
Part E: Internal governance		**TBA 2013**
13	High Performing Relationship Management Organization	TBA 2013

Enroll Today: relational@srscan.com

Strategic Relationship Solutions

"My goal of bringing this training program to you is a means of helping you to build Relational Model Industry knowledge and with it a capacity to enhance contract management resulting in an improvement in overall business or program performance." Andy Akrouche, Centre for Relational Outsourcing and Strategic Management.

Strategic Relationships Solutions Inc. (SRS) is a knowledge-based, customer-focused, strategic services and relationship management firm specializing in achieving results for clients through innovative and adaptive strategic management solutions, capacity building and knowledge transfer, and sustainable business relationships. SRS was established in 1999 with the vision of enabling clients to succeed in the execution of their organizational strategies.

The Centre for Relational Outsourcing and Strategic Management is dedicated to the development and management of dynamic business relationships. The Centre advocates an outsourcing model where the "Relationship" is the pivotal point around which delivery and contract performance are conducted, measured and evolved.

Andy Akrouche is the president of The Centre for Relational Outsourcing and Strategic Management and founder of Strategic Relationship Solutions Inc. (SRS). While serving as Vice President of Outsourcing Management Services at Digital Equipment Corporation and citing the pitfalls of outsourcing business arrangements, Andy founded SRS with a clear vision and purpose: to revolutionize the framework within which business relationships are sourced, structured, negotiated, and managed.

Andy pioneered the first evolution of the Strategic Relationship Model (SRM®) in the mid-1990's as a new framework for structuring and managing outsourcing business arrangements based on strategic fit, flexibility, continuous alignment and sustained mutual benefit. Today's SRS Relational Outsourcing Model (ROM™) builds on these principles and provides a complete framework and tools for implementing successful Outsourcing and Futuresourcing™ relationships.

Andy is the author of the upcoming book, *Relationships First: The New Relationship Paradigm in Contract Management*, which will be published this Winter.

For more information, visit: www.srscan.com.