

Session

Relationships Management

Sponsor

ICW Canada

It is not a secret that public sector reliance on performance-based programs that are structured around a transactional model, and driven by compliance-based oversight, is hindering the ability of the public sector to achieve excellence in delivery and performance. Parties find themselves operating within a narrowly defined scope of enforced compliance that limits collaboration. The transactional mentality coupled with lack of insight in our compliance-based oversight models have fostered a culture of mistrust which is counterproductive in terms of the public sector organizations working together to achieve improved outcomes.

It is now widely recognized that managing the relationships between stakeholders is the most critical element of a successful initiative. In a true relationship-based model, the relationship becomes the real pivot for delivery management and performance improvement. The oversight function is enhanced through the introduction and operationalization of a Relationship Charter that facilitates the stakeholder collaboration process. This in turn leads to greater insight and subsequently greater joint success.

This Executive program will provide executives with an introduction to Relationships Management in the public sector and how to establish and manage relationships that will deliver exceptional performance. The program will provide a guide to building the required capacity and skills necessary to enable change and create a culture of collaboration, joint management and trust.

Session Objectives:

1. Provide a high level understanding of the foundational issues and challenges in managing complex business arrangements.
2. Provide an overview of relationships management in the public sector. Learn about Relationship Charters and the key enablers for establishing high performing public-public and public-private business relationships.
3. Provide attendees with an overview of how to establish and operationalize relationship management frameworks in complex stakeholder environment.
4. Collectively develop a strategic understanding of culture change and transition management with emphasis on building an environment of trust and collaboration.

Takeaways:

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

Relationships Management Executive Session

Agenda

15 minutes	Registration
Part I 15 minutes	<p>Introduction: Macro & micro view of relationships management in the public and private sectors</p> <p><i>A global perspective on relationships i.e. public-public, public-private and where they are headed</i></p> <p><i>Understanding the differences between micro and macro relationships</i></p> <p><i>Relationship scalability beyond acute circumstance</i></p>
Part II 40 minutes	<p>Relationship Management Framework</p> <p><i>Overview of the Relationship-based model of management</i></p> <p><i>Introduction to the Relationship Charter – An adaptive platform for collaborative working, outcome realization and performance improvement</i></p>
15 minutes	Break
Part III 75 minutes	<p>Facilitated Dialogue on Implementation</p> <p><i>How do we implement relationship management and ensure stakeholder commitment and active participation?</i></p> <p><i>How do we work in teams, get rid of the “us versus them” and initiate a behavioural change process?</i></p> <p><i>What are the key implementation challenges?</i></p>
Part IV 20 minutes	<p>Round Table</p> <p><i>Attendees Feedback and Takeaways</i></p>

Lead Facilitators



Jon Hansen

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."



Andy Akrouche

Andy Akrouche is the President and founding partner of Strategic Relationships Solutions Inc. (SRS); a knowledge-based relationships management firm. Andy founded SRS to revolutionize the framework within which strategic business relationships are sourced, established and managed.

Andy is a transformational leader and is acknowledged as the industry expert in developing and managing adaptive business models and dynamic business relationships. Andy helps organizations develop and implement relationship-based delivery management strategies and organizational transformations aimed at improving performance, increasing stakeholder satisfaction, and shareholder value.

Andy teaches a Master's class on Relationships Management and Relational Contracting at the University of Ottawa, Telfer School of business and delivers executive seminars and training programs on Relationships 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 author of several online and in-class training programs on strategic relationships management, and relational outsourcing and partnerships.

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

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