

CERTIFICATION TRAINING

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 training program will provide you with an effective and systematic model for implementing ISO 44001 and managing complex relationships.

As you progress through the program, you will gain the knowledge and skills to effectively plan, source, establish, and manage relationships that will deliver exceptional performance. It will provide you with the tools to shift organizational mindset and to 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.

CERTIFICATION

A certification in Relationship Management, Collaborative Working, and Relational Contracting is provided for those who complete the case work book and submit within 60 days of the course delivery, while achieving a minimum 80% passing mark. A virtual collaborative workspace is provided for the teams to continue their work together to complete their submission.

WHO SHOULD ATTEND

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

DELIVERY FORMAT

This course is delivered over three days using a combination of 30-45 minutes lectures, followed by case work in small team formations and large group interactive dialogue. The course and workshops feature real life, current complex relationships in the public and private sector used as case work and model reference.

Relationship Management 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, Joint Governance and, collaborative competencies development systems;
- Obtain the necessary tools to establish and operationalize relationships in order to ensure continuing alignment with management frameworks in diverse stakeholder environments;
- Learn how to objectively assess relationship fit and partner capability, in relation to desired project/program outcomes;
- 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 the ability to lead and facilitate collaborative engagements to operationalize ISO 44001 relationship management plans.
- Develop the necessary capability to manage culture change and the transition of complex business arrangements.

COURSE OUTLINE

- Provide an overview of the underlying root causes of underperforming complex business relationships. This includes a review of the key issues and challenges normally associated with long-term public private business arrangements, and inter-public sector relationships that result in failure, and how to either avoid or reverse them;
- Provide a macro level view of Relationship Management. This includes a thorough review of the ISO 44001 Standard for Collaborative Business Relationships, and its impact on your organization and its relationships with both internal as well as external stakeholders;
- Introduce a descriptive outline of the key elements of a best practice relationship management model, including the corresponding operational framework, both of which are based on proven collaborative methods and international standards;
- Provide a maturity model pinned on key organizational enablers and collaborative competencies for assessing the effectiveness of your relationship or business arrangement management practices;
- Provide a framework for establishing and operationalizing Relationship Management Frameworks in Public-Private, and Public-Public including arm's length relationships;
- Provide a systematic model for Relational Contracting Management - road map and corresponding step by step process for planning and operationalizing Relationship Management and Collaborative Working best practices into your existing, as well as new business arrangements;
- Provide a guidance framework for relationship performance management and its implementation.

REGISTER

For more info Contact us at Relationships@srscan.com or Visit us at www.srscan.com

Relationship Management , Relational Contracting and Collaborative Working Training Seminar

Agenda

DAY 1	
8:00 – 8:30 a.m.	Breakfast
8:30 – 12:00 p.m.	Relationship Management Overview A macro level overview of Relationship Management and ISO 44001 Complex Arrangements Overview, Challenges and Opportunities
12:00 – 1:00 p.m.	Lunch
1:00 – 4:00 p.m.	Relationship Management Framework Reference Model Introduction to Collaborative, Relationship-Based Management Frameworks Relationship Charter - Foundations of a Collaborative Business Relationship
DAY 2	
8:00 – 8:30 a.m.	Breakfast
8:30 – 12:00 p.m.	Implementation – Relationship Management Plans ISO 44001 – Overview and Guidance; Developing & Operationalizing the Relationship Charter and Corporate Relationship Management Plans
12:00 – 1:00 p.m.	Lunch
1:00 – 4:00 p.m.	Implementation - Managing Relationships Performance Management; Integrated Risk and Enablement Management, Information Sharing; and Relationship Administration.
DAY 3	
8:00 – 8:30 a.m.	Breakfast
8:30 – 12:00 p.m.	Relational Contracting Management Procurement of Strategic Relationships in the Public and Private Sector Strategic Analysis & Partner Selection Tools
12:00 – 1:00 p.m.	Lunch
1:00 – 4:00 p.m.	Collaborative Competencies & Change Management Interest-Based Problem Solving Approach; Creating a Culture of Collaboration and Trust; Managing the Change.

LEAD FACILITATOR

Andy Akrouche, MBA, RCM Lead Instructor
Managing Partner, Strategic Relationships Solutions Inc. (SRS)
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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

Monty Mukerji, MBA, PMP, RCM

Mr. Mukerji is a senior executive with 30 years of experience in the Federal Government and private sector. Significant part of his career is in the area of procurement with Public Works and Government Services Canada (PWGSC) where he held the position of Senior Director in the Acquisitions Branch of PWGSC.

Principal responsibilities include managing several teams of procurement professionals, providing an end to end acquisition service, to the client departments in order to meet their program delivery goals. As such, the accountability framework was multi-departmental, with the central agencies (primarily TBS) playing an important role.

During his Federal Government career he was principally focused on enabling Major Crown Projects (MCP's), related to defence and information technology systems. These were long term, high dollar value projects, with total value measured in the \$billions. Monty had strived to promote a collaborative approach to structuring and managing complex relationships, particularly inter-departmental team building, alignment and a collegial decision-making process.

Since Joining the SRS team, Monty has worked with leading public and private organizations to help them establish and operationalize collaborative relationships.

Monty is a certified Project Management Professional, Relational Contracting Management Instructor and holds an MBA from St. Mary's University in Halifax.



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."