



## Workshop - "Creating Effective Partnerships"

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<b>Aim</b>	Use a collaborative workshop environment to outline a partnering approach between client and vendor that is part of the client's philosophy and outsourced business model. This workshop includes key vendor-partners delegates as participants.
<b>Description</b>	<p>The “Creating Effective Partnerships” (CEP) workshop is a natural progression from the workshop on managing vendors (MER), and is expanded in its aims and content. In particular, its focus is on bringing client and vendor to a closer, more productive working relationship.</p> <p>It is typically a longer duration (up to 2 days), allowing time for greater exploration of issues and opportunities in partnering. In addition to the delivery of practically oriented content, it uses structured, intensive interactive sessions with two experienced facilitators, for an audience comprising the client team's vendor managers, and key vendor delegates.</p>
<b>Method</b>	<p>First, a simple assignment is sent to all participants. Think180 consultants research and become familiar with the work outsourced to vendors, as well as ask for feedback and input from both client and vendor participants.</p> <p>The workshop combines open discussion and problem solving with experienced instruction in the context, techniques and requirements of creating effective partnerships. The style is fast-paced and highly participatory, using both humor and examination of real situations to create a high-energy event. There is an emphasis on capturing agreements, actions, and items needing further attention.</p>
<b>Content</b>	<p>Based on feedback from preparatory discussions, the content is drawn from the following range of topics:</p> <ul style="list-style-type: none"><li>• Types of partnerships and requirements for effectiveness</li><li>• Impact of different business models on relationship behaviors</li><li>• What makes a “partnering mindset”</li><li>• Techniques for effective negotiation and problem solving</li><li>• Client needs and vendor needs</li><li>• Milestones and Service Levels</li><li>• Creating effective agreements</li><li>• Indicators of healthy partnerships; symptoms of partnership problems</li><li>• Individual partnership roles</li><li>• Differences in pressures and incentives for each party</li><li>• Methodologies for addressing partnership issues</li></ul>
<b>Materials</b>	<p>Think180's extensive material for the MER Workshop has been included and extended for the CEP workshop. This is produced in a training binder that is adapted and augmented to meet the particular needs of each client. The binder is useable as a reference following the workshop.</p> <p>Each participant, including each vendor delegate, receives:</p> <ol style="list-style-type: none"><li>1. Binder/workbook with comprehensive handout notes on topics covered</li><li>2. Templates for the RFP and selection processes</li><li>3. Selected book that best suits needs of company and participants</li></ol>

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<b>Benefits</b>	<p>Participants (client side and vendor side) in the workshop benefit through:</p> <ul style="list-style-type: none"><li>• Immediate work value from current issues addressed at workshop</li><li>• Greater understanding between client and vendor, and between vendors</li><li>• Tools for better partnership management and problem resolution</li><li>• Improved skills of managing delivery against results and specific standards</li><li>• Specific guidance in creating effective partnering relationships</li></ul>
<b>Options</b>	<p>Experience indicates that CEP's overall program effectiveness increases when we:</p> <ul style="list-style-type: none"><li>• Contact vendors prior to workshop for input and perspective</li><li>• Work with client's Legal/HR/Purchasing to include company procedures</li><li>• Assess and report post-workshop implementation and impact</li><li>• Provide follow-up support/coaching to client and vendor participants</li></ul>
<b>Evaluation</b>	<p>Client receives a summary report of the workshop content and learning gains.</p> <p>As an option, 6 to 8 weeks after the workshop, the client will receive an impact and value summary. We contact the participants to find out how they have implemented learning into their work.</p>
<b>Facilitators</b>	<p>The two session leaders, Jane Dixon and Jim Everett, have a great depth of practical expertise in this field, as consultants and as experienced managers. Jim Everett has a solid background in management training, as well as years of management experience in Customer Services and reseller training. Jane Dixon is an experienced senior manager in the delivery of consulting and professional services, with a strong finance, operations and systems integration background.</p>
<b>Feedback</b>	<p>From Clients:</p> <p><i>"With the partner workshop, it was amazing to see each of the individual companies who provide services directly to our end users realize the power in working together, and providing suggestions on how to improve the overall process."</i></p> <p><i>"Excellent course, it was very easy to work with you in putting on the course."</i></p> <p><i>"Positive feedback from everyone who attended that they found it very useful, especially from the vendors."</i></p> <p>From Participants:</p> <p><i>"I would like to recommend that other OEM's use Think180's services."</i></p> <p><i>"The workshop has taught me how to approach partnering with more confidence by looking to win-win situations and problem solving abilities."</i></p> <p><i>"Great course. It seems to be the only way to divorce oneself from day-to-day issues long enough to discuss bigger issues on a 'human-to-human' level."</i></p>