

STRENGTHENING YOUR PARTNERSHIPS

LEARNING FORMAT: CLASSROOM (ONSITE ONLY) & VIRTUAL

Partnerships, whether internal or external, are more important than ever in reaching organizational goals. Strong partnerships can mean achieving objectives, yet changing boundaries and responsibilities make it difficult to build and sustain partnerships.

This course focuses on six Checkpoints that help partners identify and focus on important issues and promote open communication. In addition, learners are also introduced to the Partnership Scorecard, a tool used to provide feedback and measure progress on key elements of the partnership.

DO YOU FACE ANY OF THESE ISSUES?

- > Are partnerships strained across your organization, or do organizational silos exist?
- > Do learners understand their role in building business partnerships?
- > Have partnerships stalled or failed because there is no consideration of the relationship?

PERFORMANCE OBJECTIVES

Helps individuals:

- > Identify six important areas of agreement—called Partnership Checkpoints—that are critical to a successful partnership.
- > Use these Checkpoints as the basis for defining and agreeing on key aspects of what is to be accomplished and how the partners will work together.
- > Recognize common areas of misunderstanding in partnerships.
- > Create and apply measurement tools and methods to monitor progress and facilitate the exchange of feedback.

PRIMARY COMPETENCY DEVELOPED

- > Building Partnerships
- > Earning Trust

SECONDARY COMPETENCY DEVELOPED

- > Building Networks
- > Communication
- > Creating a Culture of Trust
- > Managing Relationships
- > Emotional Intelligence Essentials

COURSE OVERVIEW

- > **Defining Partnerships:** Learners become familiar with and watch a video of two individuals talking about their partnership. The facilitator leads a discussion about the state of this partnership, and learners discuss attributes of successful partnerships they have had and share their experiences.
- > **Understanding the Relationship:** The facilitator introduces six Partnership Checkpoints—Outcomes, Benefits, Barriers, Approach, Support, Measurement. These critical areas provide a comprehensive framework for effective partnerships and provide a means for analyzing and strengthening them. Learners receive the Partnership Planner to use in their own partnerships.
- > **Exploring Their Own Partnerships:** Learners assess their own partnerships against the Checkpoints, using each other's experience to obtain a group assessment and consider implications. The facilitator guides learners through a deeper study of the Checkpoints, revisiting the video partnership through a role-play activity to improve their understanding of each other's perspectives of their partnership.
- > **Challenges to Partnership Success:** The facilitator guides a discussion about barriers learners have faced in their own partnerships or observed in others. The class identifies top barriers and, in small groups, begins to troubleshoot them.
- > **Moving Forward in Partnerships:** After discovering the importance of clear roles and responsibilities, learners share tools they have used to clarify and track roles and responsibilities. Learners consider the impact of communication methods on partnership success. They capture insights for their own partnership and discuss best practices at their tables. In pairs, they seek insights and suggestions about support.
- > **Measuring Your Partnerships:** Learners see the necessity of both quantitative and qualitative measures. Focusing on the qualitative, learners are introduced to the partnership scorecard and how, in the interest of strengthening the partnership, a scorecard can make a discussion more objective.
- > **Action Planning for Strengthening Partnerships:** Learners select categories for measuring their partnerships and discuss at their tables. Participants capture insights about scorecard categories, as well as quantitative measures, for their own partnership. A Checkpoint activity helps them decide their most critical next step. They conclude by declaring the actions they will take to strengthen their partnership.

VIDEO SEGMENT SUMMARY

- > Partners are shown to be making assumptions about the other's motivations and point of view; however they also have mutual goals that could provide the basis for a strong partnership.
- > The partners conduct a discussion around the effectiveness of their partnership, and work together to build trust.

COURSE DETAILS

- > **Target audience:** All employees through frontline leaders.
- > **State-fundable:** Yes (onsite only).
- > **Course length:** 4 hours (onsite), 3 hours (virtual).
- > **Facilitator Certification:** Certified facilitator required.
- > **Prerequisites:** None.
- > **Optimal group size:** 8 to 16. 20 maximum.
- > **Course Prep:** Yes. 20 minutes.
- > **Notes:** Suitable for all environments.