

Practical methods for working relationships

What has the greatest potential impact on performance? It is working relationships. How do you measure and audit this critical element? This is where many companies fall down – largely because there have been so few tools that capture the essence of this area. The Relational Health Audit now fills that gap. It is a flexible diagnostic tool which highlights the state of current relationships – whether between individuals, within a particular team, with the organisation or with external suppliers and customers. This information has direct and practical implications for strengthening relationships. It has been successfully applied in different organisations and offers a quick and effective mechanism for crystallising key issues and enabling a structured discussion between both parties on how to improve their working relationship. It is based on the Relational Proximity model:



APPLICATIONS

The RHA has proved to be effective in:

- Relational strategy – identifying key relationships and their development needs both inside and outside the organisation
- Relational Risk Assessment – monitoring leading risk indicators in key relationships
- Relational Capacity Building – training to enable more pro-active management of key relationships
- Relationships Development – screening partners, aligning expectations and fostering effective relationships within and between organisations and networks
- Relationships Integration – building synergy between divisions, supporting mergers and acquisitions

- Relationships Troubleshooting – improving efficiency and quality of internal or external relationships.

AIMS OF THE ACCREDITATION COURSE

- Provide a unique and innovative approach to diagnosing the problems of poor relationships within and between organisations based on the tried-and-tested five dimensional model of healthy relationships
- Gain accredited user status for access to and use of the various versions of the RHA tool
- Become confident and proficient in using the Relational Health Audit in a variety of contexts.

WHAT IT WILL COVER

- Understanding the Relational Proximity Model that underpins the RHA?
- Understanding the way in which psychometric instruments add value
- Practice in how to administer and score the questionnaire
- Understanding the results in terms of the theory and the norm tables
- Practice at reviewing the results with individuals and teams
- Learning how to use the tool fairly and ethically

WHO SHOULD ATTEND?

Experienced facilitators and consultants working with individuals, teams or organisations in public, private and voluntary sectors who want to:

- Develop more effective working relationships for themselves and their clients
- Pinpoint crucial areas that require attention so that they can be addressed and fixed
- Deal practically with the risks and issues of relationships.

QUALIFICATION

- Full accreditation status to use the Relational Health Audit is achieved after successful completion of the two written assignments
 - Accreditation allows you to purchase materials (paper and pencil or online questionnaires) and to use these independently in a variety of contexts
- Membership of the RHA practitioner network which will provide support and further learning opportunities

FURTHER DETAILS

Duration

2 days held at our offices in Maidenhead, SL6 8LR

Investment

£895 + VAT includes course materials and refreshments

Price shown is subject to change at any time

For public course dates, please see our Training Calendar

In- house courses are available on request

WHO ARE WE?

Team Focus are the publishers and training arm for a partnership of three organisations who believe that healthy working relationships, both inside and outside an organisation, are of fundamental importance to creating business and organisational value. We put relationships at the heart of a healthy society and we are passionate in our promotion of relational thinking and practice

Team Focus' Partners

Relationships Foundation (RF) a well-established, R&D organisation specialising in building healthy relationships. The RF is linked to international peace building through its partner Concordis, and to social policy reform through Citylife and other projects. Contact 01223 341279

Leading for Good is a consultancy partnership that specialises in helping organisations and individuals to engage in skilful dialogue through training, coaching and facilitation.

Team Focus is a psychology-based consultancy specialising in enhancing the contribution of people at times of individual, team and organisational change. As one of the UK leaders, Team Focus is renowned for their rigour, balance and effectiveness in the development and application of psychometrics.

“Very interesting – adds a new dimension of thought and allows knowledge sharing”
Susan Woollatt, Price Waterhouse Coopers