

# Relational Health Audit (RHA)

The value of any organisation can ultimately be reduced to the quality of its relationships...

In a world where products and services can be easily replicated, it is relationships that offer organisations true competitive advantage. So how can an environment that fosters and sustains effective relationships be created? Developed in conjunction with the Relationships Foundation, the RHA offers a way of analysing relationships and developing the conditions for relationships to thrive in any type of organisation.

## The PfS RHA is an innovative assessment offering:

- a unique insight into the preconditions necessary for successful relationships;
- a constructive language for developing relationships;
- online or on paper tools;
- flexible administration and reporting, fully controllable by PfS users;
- attractive design to aid motivation and completion;
- comprehensive range of reports e-mailed to you immediately.

## A unique model for understanding relationships

The RHA takes a new approach to understanding relationships. Based on the model of Relational Proximity, which describes the preconditions for effective relationships, the RHA evaluates tangible aspects of a relationship that can form the basis of practical interventions.

The 5 dimensions of the Relational Proximity model assessed through the RHA are:

- Directness – the degree of unmediated encounter
- Commonality – shared goals and purpose
- Continuity – history of working together and managing change

- Parity – the fair distribution of responsibility, risk and reward

### PfS Relational Health Audit and Relational Health Survey at a glance

#### Use to:

understand and develop key organisational relationships or to design new relationships

#### Use for:

developing and designing one-to-one, team and organisational relationships

#### Use with:

all adults  
Administration:  
RHA - online and on paper  
as questionnaire or workbook  
RHS - online

#### Timing:

Untimed, typical completion time RHA -  
10 to 15 minutes  
RHS – 15 to 20 minutes

#### Number of items:

RHA – 20 items  
RHS – 20 items for each relationship reported

#### Reports:

RHA online data reports based on individual or paired responses, or as part of RHA on paper workbook process  
RHS data files or analysis service

#### Training required:

RHA Accreditation Course

- Multiplexity – appreciation of capabilities, challenges and organisational context.

By describing the existing relational preconditions in an accessible way, the RHA offers a common language that enables constructive dialogue and identifies the factors that can be managed and controlled.

### Tools and processes for growing successful relationships

The RHA forms the heart of the range of relational interventions that can be targeted at designing new relationships or developing, deepening or troubleshooting existing ones. In its survey form (the Relational Health Survey – RHS), it can also be used to effectively audit a range of key relationships with a large number of stakeholders, allowing relationships to be monitored and interventions applied in aspects of the relationships where they will have maximum impact.

Appropriate for use with individuals, teams or organisations, either unilaterally or with both parties present, the RHA and RHS can be used as stand-alone tools or as part of a more structured relational process through the RHA Workbook. By addressing tangible aspects of relationships in a non-threatening way, the RHA is an ideal entry point for more in-depth interventions and personal development through tools such as FIRO<sup>®</sup>, TDI<sup>™</sup> and MTR-i<sup>™</sup>.

### Flexible analysis and reporting options

The RHA is available as an online and on paper questionnaire. Online, the RHA can be used individually or as part of a 'paired' process completed by two parties. Data reports are available for administrators and respondents.

As a questionnaire on paper, the RHA can be used as a stand-alone tool or as part of the RHA Workbook which guides individuals or groups through a relational analysis and development process.

The RHS is available online, offering respondents the option of simultaneously evaluating up to four different relationships. Clients can receive raw data directly from completed surveys or Team Focus offers an analysis and reporting service to client specifications.

### The online advantage

Our online system works the way you want to, giving you the option of using the RHA or RHS at a time that suits your development needs, controlling what reports are produced and who receives them.

### Designed for you

The PfS assessment system can be readily tailored to your needs. Company sponsored entry pages can be designed to reflect your branding and company logos included on reports.

### Training required

Access to the RHA and RHS requires completion of the Relational Health Audit Accreditation course.

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