

FACILITATION

Partnering Facilitation

Partnering is a structured methodology for developing productive working relationships among all key stakeholders in a project or joint venture. The process has been typically used to foster collaboration between owners and contractors on a construction project, customers and suppliers developing an integrated delivery system, and venture partners in a variety of different initiatives. Partnering is a proven way to promote trust, respect and cooperation, reduce misunderstanding, and produce measurable results for all parties.

The major components of a Partnering relationship include . . .

- Shared goals
- Open communication
- Structured problem solving and action planning
- Win-win conflict resolution
- Regular assessment of team performance

The process begins with the major stakeholders agreeing to use a Partnering approach to conduct their project

or venture. A facilitated Partnering Workshop ranging in length from one to three days is then held with representatives from all stakeholder groups in attendance. The workshop includes team building activities, creation of the team's mission, vision, values and goals, resolution of initial issues and concerns, and development of an evaluation process for the relationship.

The deliverables from a Partnering workshop include a:

- Partnering Charter, which documents the team's Mission, Goals and Objectives
- Report which summarizes the meeting discussion, agreements, and action plans
- Issue Resolution Process which documents how issues or disputes will be resolved and who will be involved at every level of the organization
- Partnering Evaluation Process that establishes a formal feedback mechanism to assess the health of the relationship on a regular basis.

"I have known Russ for twenty years and have had the opportunity to work with him on a number of occasions. He is one of the most skilled organizational development practitioners, facilitators and managers of group process I have known. He is personable, thorough and always focused on the client's needs and does an exceptional job of pre-planning to affect positive change with people and groups he works with. I recommend Russ without reservation and am confident he will continue to be valued and appreciated by all his clients past, present and future."

Stephen Clarke, M.A., P.C.C., President of Employee Involvement Systems



SAMPLE OF OVER 250 CLIENTS SERVED:

American Institute of Certified Public Accounts
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Bell Canada)
Burger King
California Institute of Mental Health
Carfax
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City of Toronto
Continental Airlines
The Federal Judicial Center
Hewlett-Packard
Honeywell
Hunton & Williams (law firm)
Lockheed-Martin
National Association of Convenience Stores
North York Branson Hospital
Royal Bank of Canada
Sunkist Growers
Zurich Insurance

WE ARE A LEADERSHIP DEVELOPMENT FIRM DEDICATED TO HELPING OUR CLIENTS GET GREATER RESULTS BY LEVERAGING THE TALENTS OF THEIR SENIOR LEADERS, MANAGERS, AND TEAMS.

We offer training workshops, facilitation services, keynote presentations, and executive coaching that help managers generate consistently high performance by (1) fostering commitment and accountability in their employees and (2) building productive teams.

Our clients include organizations from the corporate, public, and not-for-profit sectors, as well as associations. They know Fulcrum for programs that:

- Present cutting edge concepts and practical techniques,
- Apply interactive adult learning approaches and
- Energize people to deliver superior results

Fulcrum Associates Inc. was founded in 1988. We are a continental firm, headquartered in Northern Virginia, with an operation in Toronto. For projects large or small we are able to draw on the talents of a select number of highly professional associates, each heading a successful independent practice, who deliver programs tailored for today's organizations.



RUSS HANSON OFFERS MANY QUALITY IMPROVEMENT COURSES, INCLUDING PROCESS MAPPING AND ANALYSIS, CYCLE TIME MANAGEMENT, STATISTICAL PROCESS CONTROL, DESIGN OF EXPERIMENTS, PROBLEM SOLVING SKILLS AND DESIGN FOR MANUFACTURABILITY.

For over a decade Russ has been working with corporations and government agencies to design and facilitate Partnering Workshops. Partnering is the process of establishing mutually beneficial relationships among the key stakeholders of a project through team-building, shared goals and an agreement for resolving issues based upon trust and respect. Partnered projects are being completed ahead of schedule, under budget and with no litigation, claims or unresolved disputes. He also helps establish supplier/customer and even inter-department partnering relationships in a wide variety of organizations.



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