

# One Minute, One Hour, One Day

Building Relationships and Partnering across the Organisation



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## 3 Stages of Partnership

### Stage 1 - The Emerging Partner (One Minute of Feedback)

- Business areas expect to be your customer
- You need to be(come) a reliable service provider
- Agree expectations and meet them
- Collect feedback, and act on it transparently

### Stage 2 - The Credible Partner (One Hour of Sharing)

- Business areas feel that they are a valued customer
- You have become a preferred service provider
- Understand each other's priorities and limitation
- Spend time to share and understand each other's plans

### Stage 3 - The Trusted Partner (One Day of Planning)

- Business areas are your strategic business partners
- You are their strategic delivery partner
- Everyone contributes to realising an agreed plan
- Commit to a whole day of collaborative planning

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