



**Through my eyes -  
The key to effective  
partnership working**

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# Our Partnership

- No one said it would be easy
- Success often depends on personalities and behaviours
- Get the simple things right – it can make a real difference

689,000 results  
'Characteristics of  
Successful partnerships'

'Local Government and  
Successful Partnerships'  
7,590,000 results

# Clarity of Purpose

- Clear about goals
- Common sense but is it common practice?
- Goals that are truly shared
- Its not just 'What's my purpose' we need to ask 'What do others want from the partnership?'



# Capacity to influence and be influenced

- Partnerships are not just a piece of paper, you have to 'do' partnerships
- Relationships are key
- Control vs Influence
- Remind ourselves to Listen
- Build an atmosphere of Trust

**Win / Win**

**Win / Lose**

**Lose / Win**

**Lose / Lose**

How do we develop a  
better understanding  
of each other ?

# Remember Trafford's Beachball



# Factors influencing our perspectives

Community Role

Organisation

Experience

Our Knowledge

Age

Value

Personality

Background

Culture

Beliefs

State of mind

etc .....

# Age



# Values

- Our belief of the way to see the world
- Are others, who see the world differently, wrong ?
- Find out what is important to others

# State of mind

- View of situations can fluctuate
- Feelings influence actions

How are you feeling today?

**How can we recognise we're only  
seeing our side of the Beachball?**

Why can't you see it my way ?

Why can't you be reasonable?

What planet are you on?

**Remove our blinkers**

# Does understanding mean agreeing?

- “I’m right you’re wrong” is probably not going to work
- Try to understand other’s views
- “People are less defensive when you try to understand their viewpoint rather than dismantle it”

# Moving forward (1)

- Identify a relationship that could be better
- Never attempt to have a conversation when you are angry or stressed
- “Active” listening and listen to hear
- Don’t interrupt
- Don’t finish the other person’s sentences

## Moving forward (2)

- Try to understand others perspective
- Look for what you can agree with, rather than focus on what divides you
- Seek Clarity

**Only then is it your time to share !**

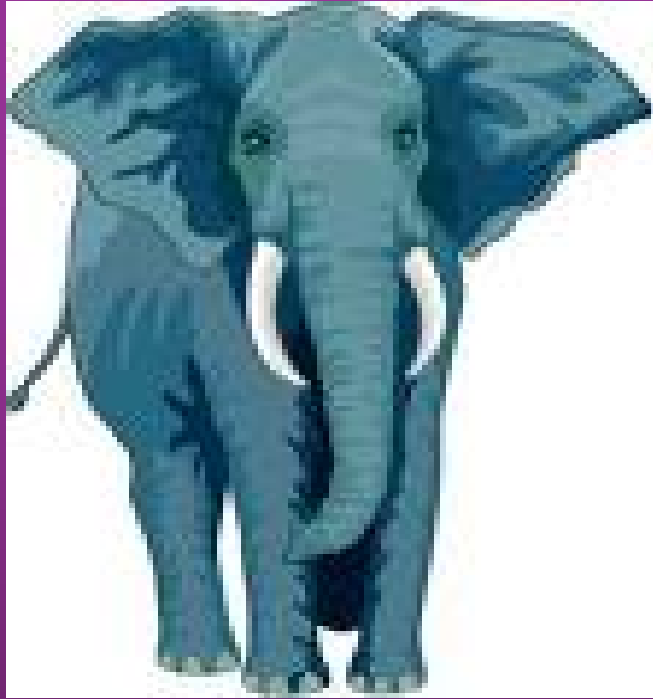
# Helpful phrases

- *Help me understand your perspective on this*
- *Can we explore some options on how best to deal with this issue?*
- *I would be really interested to hear what you think*
- *I'm conscious I'm only seeing this from my perspective; what would your view be?*
- *Maybe I've been a bit inflexible in my approach until now*
- *Can I shed some light on how I see things?*
- *I'd value you giving me some time to share my view of things*
- *I appreciate you may not be aware of all of the facts from my viewpoint, so let me elaborate*

# Remember Trafford's Beachball



c. Paul McGee – S.U.M.O Your Relationships



When you are listening to someone –  
remember the golden rule

**SHUT UP!**

# Over to you

Imagine your Partnership has just won the 'Partnership of the Year' award and you are drafting your acceptance speech – what would you say about how you created the conditions for success and how you overcame the barriers