

Developing Strategic Relationships

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**helping you
to help others**

Human

Trafficking

Foundation

7 C's from Cathy

Clarity

Create Opportunities

Concerns

Conflict

Communication

Confidence

Credibility



directory of social change

Clarifying Goals and Roles

- What is the overall purpose of the partnership
Are you clear of vision, mission and objectives

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- **Write down the purpose of your role in one sentence**

Clarifying Goals and Roles

- What is the overall purpose of the partnership
Are you clear of vision, mission and objectives
- Write down the purpose of your role in one sentence
- **What can you find out about others?**
Goals and Roles, Priorities, Parameters, Values

Creating Opportunities

A Word Against Networking; Well, a few

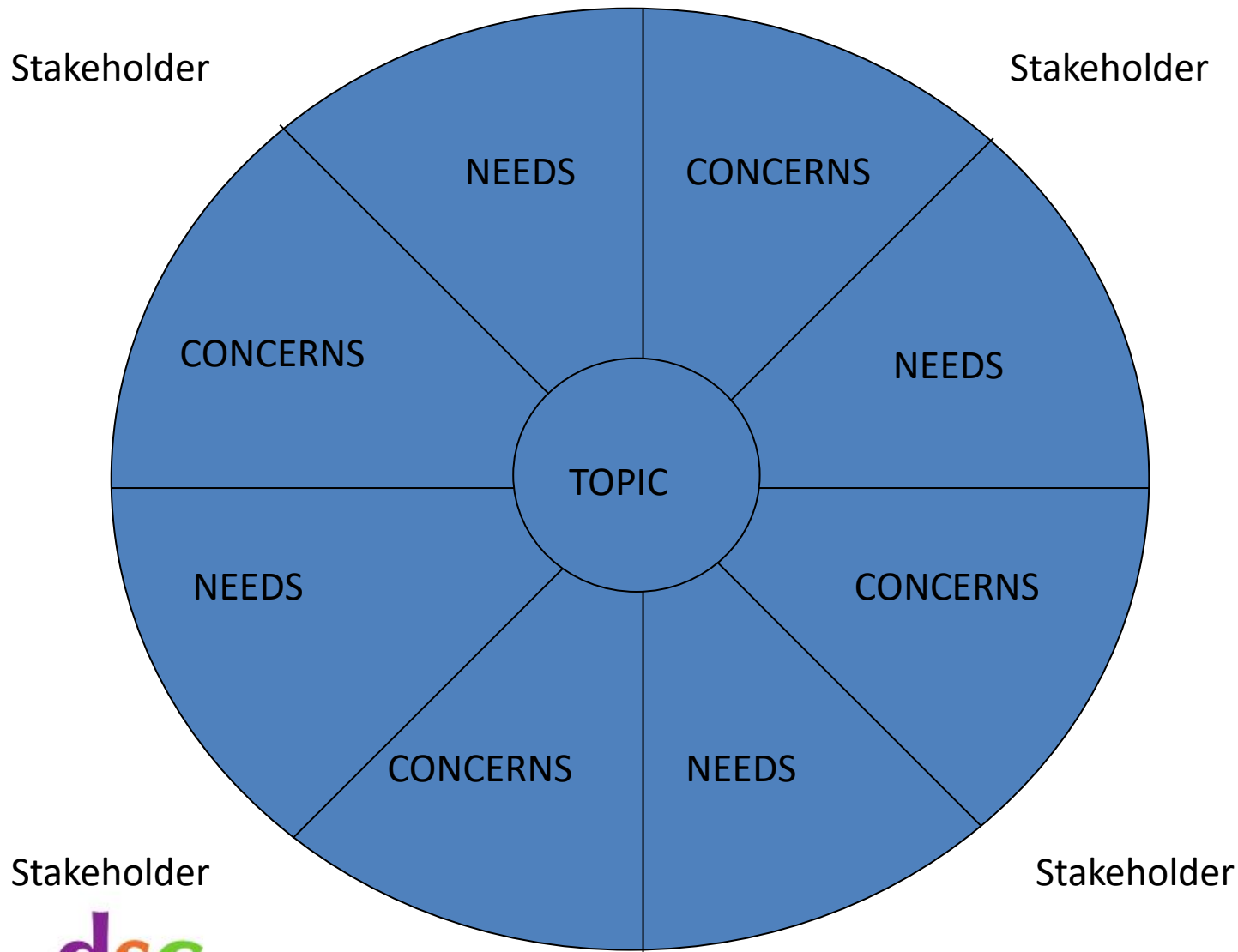


Creating Opportunities

“Luck is when preparation meets opportunity” (*Seneca*)



Not Objections; Concerns &/or Needs



Stakeholder

Stakeholder

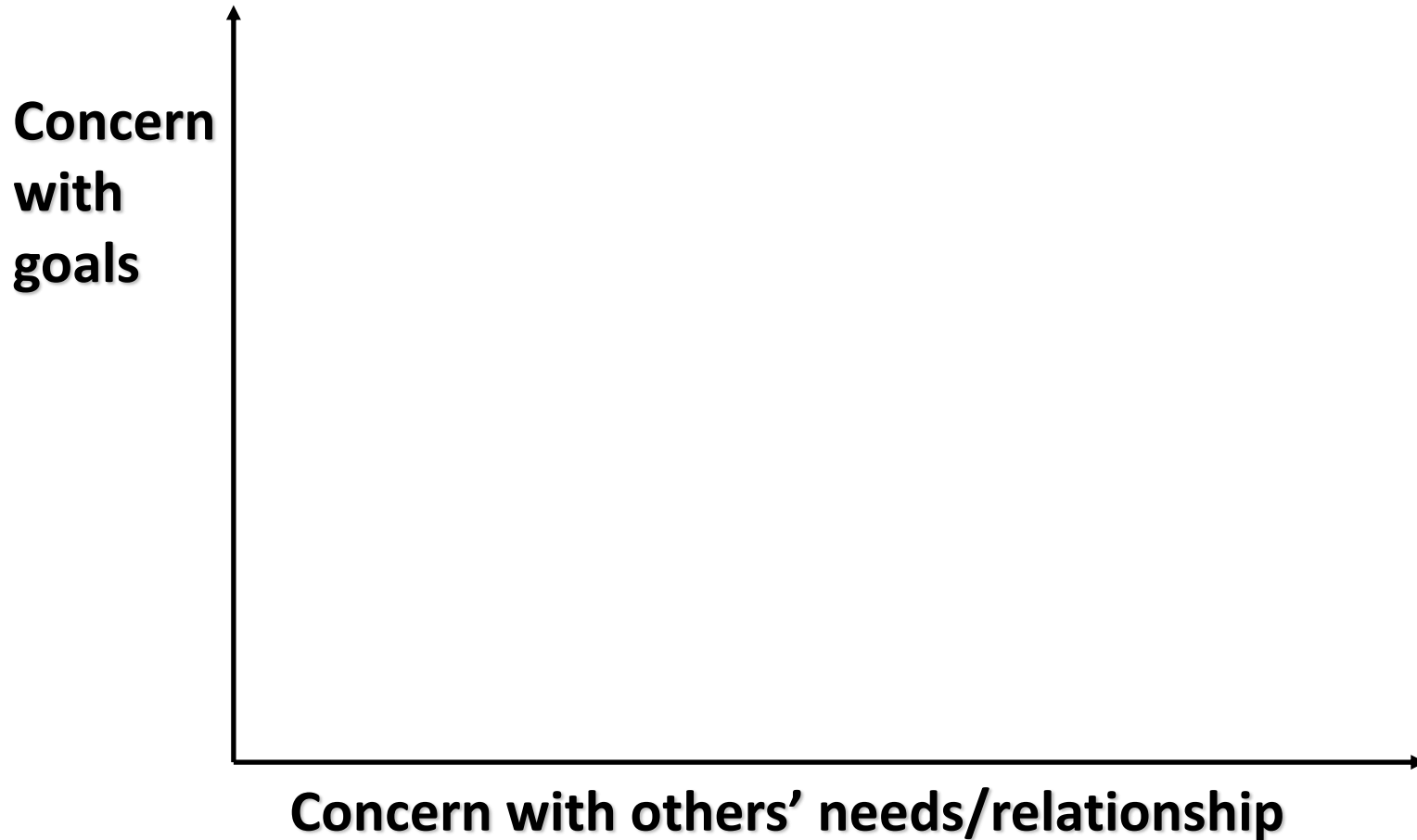
Stakeholder

Conflict – A Definition

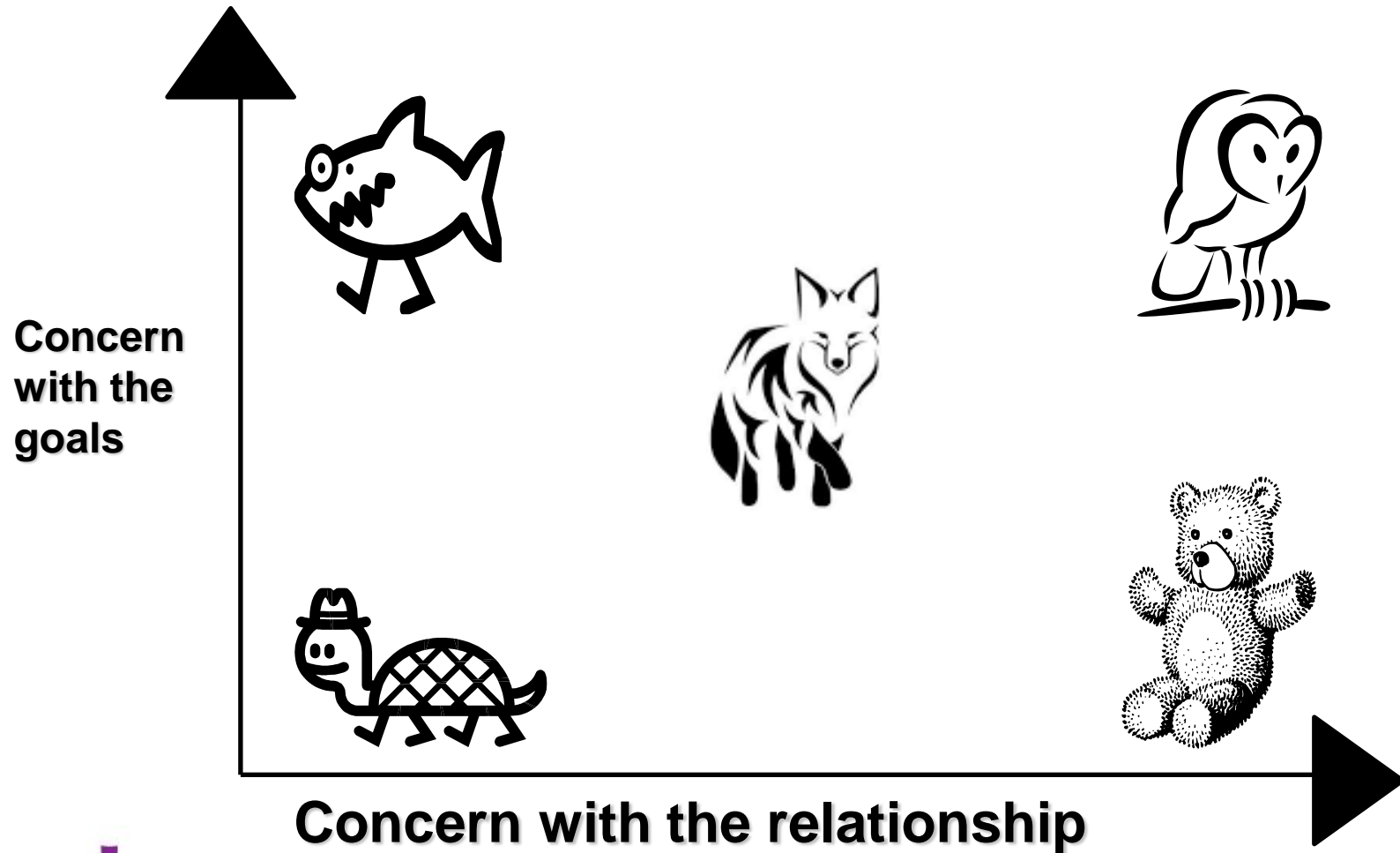


**PEOPLES' DIFFERENCES
WORKING AGAINST
EACH OTHER**

Approaches to conflict



A Model for Conflict and Negotiation



In order to be understood, Seek first to understand

Stephen Covey

7 Habits of Highly Effective People

Communication Style Preferences

FACTS & FIGURES	PEOPLE & FEELINGS
NEW IDEAS & CREATIVITY	CHALLENGE & RESULTS

Communication Style Preferences

FACTS & FIGURES	PEOPLE & FEELINGS
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PERCEPTION

Communication Style Preferences

FACTS & FIGURES	PEOPLE & FEELINGS
NEW IDEAS & CREATIVITY	CHALLENGE & RESULTS

MOTIVATIONS

Communication Style Preferences

FACTS & FIGURES	PEOPLE & FEELINGS
NEW IDEAS & CREATIVITY	CHALLENGE & RESULTS

ADAPT/ADJUST

Communication Style Preferences

FACTS & FIGURES	PEOPLE & FEELINGS
NEW IDEAS & CREATIVITY	CHALLENGE & RESULTS

What might they want?
What might they need?

Communication Style Preferences

FACTS & FIGURES	PEOPLE & FEELINGS
<ul style="list-style-type: none">▪ Logical▪ Decides after evaluation▪ Wants appreciation for job done – but does not want to be condescended to▪ More concerned with ideas and principles than people▪ May be self-critical	<ul style="list-style-type: none">▪ Nice▪ Can be slow to change▪ Avoids confrontation and conflict▪ Wants harmony▪ Likes to know motivations▪ Intuitive
NEW IDEAS & CREATIVITY	CHALLENGE & RESULTS
<ul style="list-style-type: none">▪ Fun▪ Enthusiastic▪ Optimistic▪ Unstructured▪ Can be mischievous▪ Forms opinions from feelings▪ People oriented	<ul style="list-style-type: none">▪ Results oriented▪ Direct▪ Loves change and challenge▪ Decides quickly▪ Risk taker▪ Seeks solutions▪ Can be hasty

Confidence

It's how you wear it



**Yea, though I walk through the valley
of the shadow of death, I will fear no evil.**

PS. 23:4

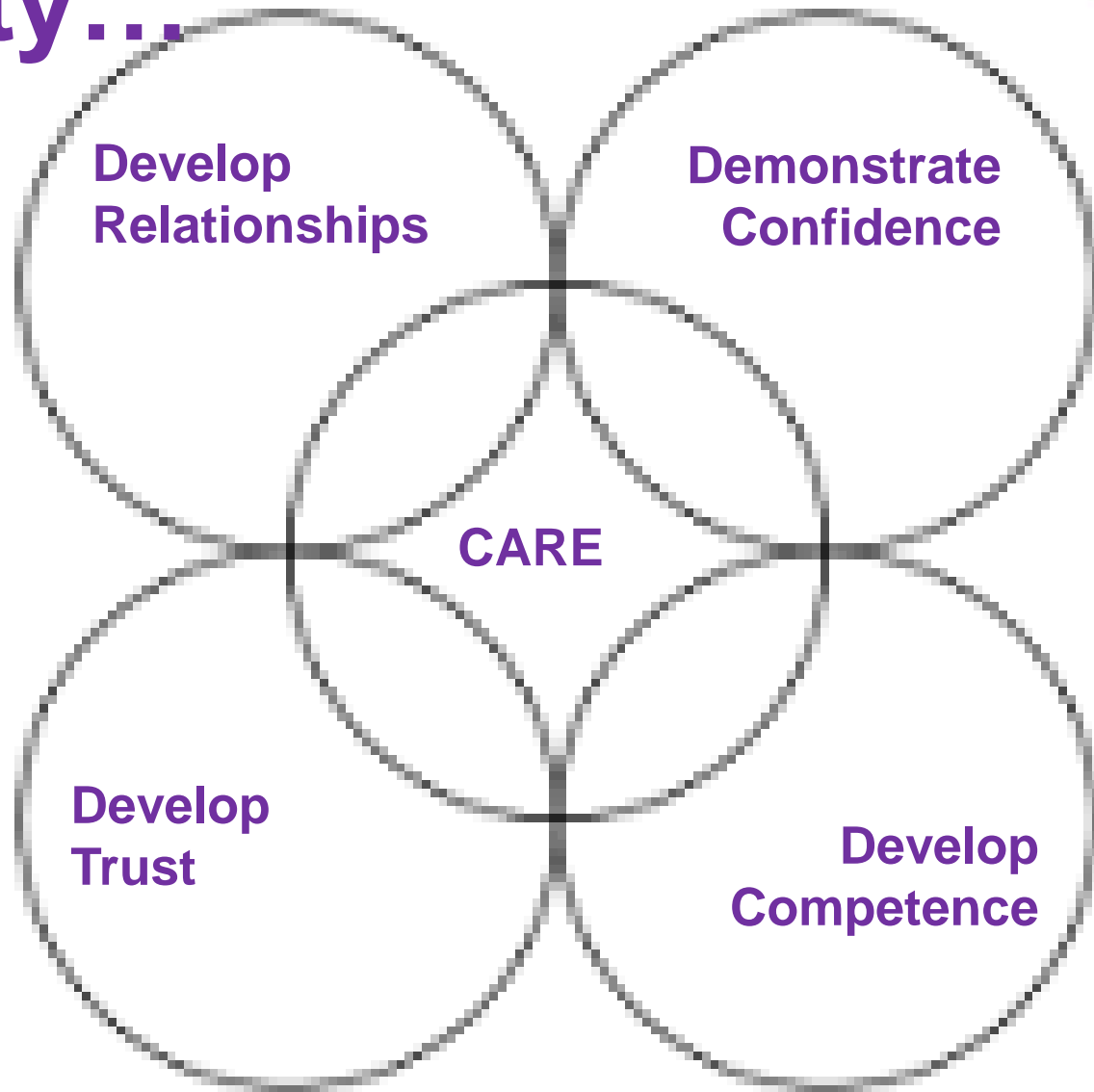
Credibility...

The quality of being trusted and believed in

Oxford English Dictionary

Latin: crēdibilis (“worthy of belief”),
crēdō (“believe”);

Credibility...



7 C's from Cathy

Clarity	Goals and Roles
Create	Opportunities
Concerns	Objections Redefined
Conflict	A model and behaviours
Communication	A model and behaviours
Confidence	Portraying/Inspiring
Credibility	Leadership and Perceptions

**If the relationship is good,
everything else
becomes possible**

**Your speakers today were
Robert Foster, Paul Brollo and Cathy Shimmin**

If you'd like to work with them on further training and development
do get in touch with us at DSC

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Reflection and Action

Thinking about communication style preferences and approaches to conflict....

- When and how can I flex in my communication style/approach?
- What does the value of the goal *alongside* the value of the relationship tell me about approach?

