

ELITE TRAINER FACILITATOR P2 PROGRAM

Better Relationships
Better Business



Relationship management is important because relationships – good, bad or indifferent – are central to the way business is managed and the way we live our lives. Better relationships therefore make better people, better business and a better life; these in turn make our world a better place. 0 to 10 Relationship Management (0 to 10 RM) is a proven methodology comprising a set of principles, models and tools for managing the relationship journey of improvement from the current state to the desired future state. This applies, internal or external to the organization, to a specific relationship through to a multiple relationship management strategy.

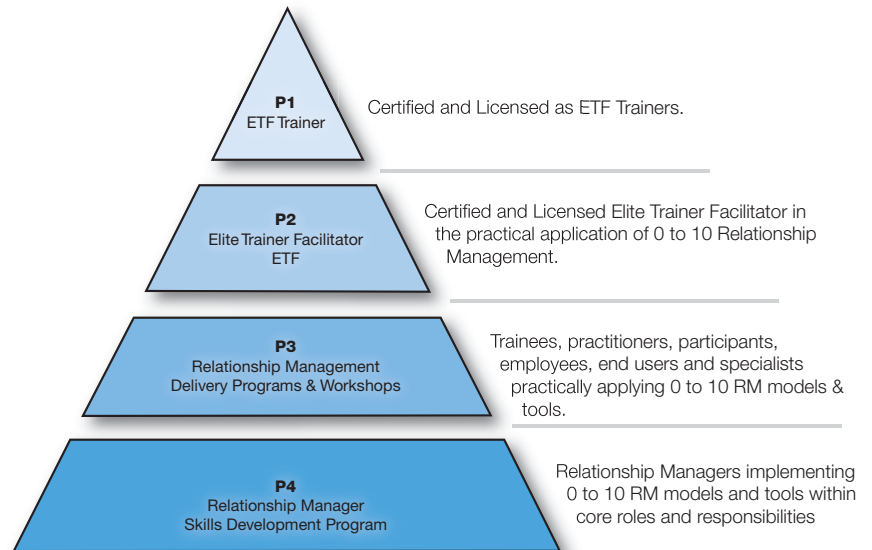
The 0 to 10RM model continues to add value for organisations worldwide in implementing practical and effective relationship rescue, relationship management and relationship improvement strategies. The model provides a framework to support and guide organisations in improving, at any point in the supply/value chain, their internal and external, customer/supplier/stakeholder relationships. What then develops is a common understanding, a common language and a common practice around relationships and relationship management.

Making high performance relationship management a core competency delivers sustainable competitive advantage.

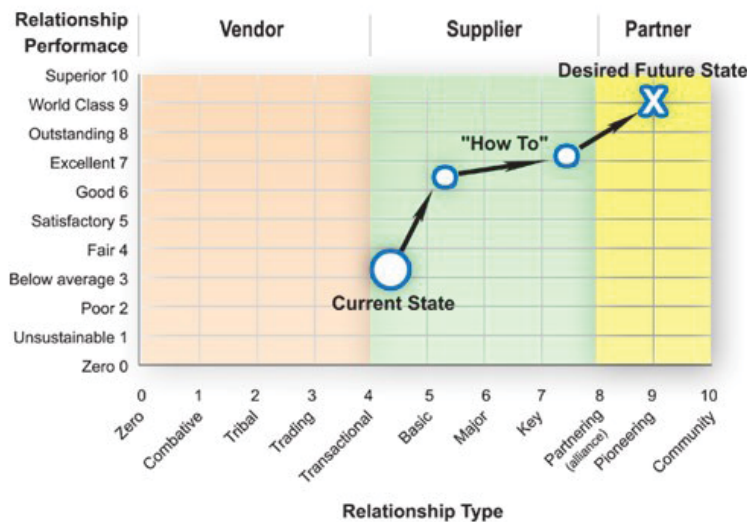
The Program

The P2 ETF Program is one of a suite of programs to cover all the roles and applications associated with the 0 to 10 Relationship Management model. See figure on right.

The P2 ETF program is designed to produce certified and licensed Elite Trainer Facilitators (ETFs) in the practical application of the 0 to 10 Relationship Management (0 to 10RM) principles, models and associated tools. This includes high performance strategic partnering, alliance, pioneering and community relationships.



0 to 10 Relationship Management Matrix



The Program is flexible and can range from the 5 Day 'Executive' program to a 3 to 6 month program duration allowing a staggered uptake and practical real time application of the 0 to 10RM models and tools. A portfolio of 'on the job' demonstrable value adding applications for the organization is produced over the term of this program.

The centrepiece of 0 to 10RM is the 0 to 10 Relationship Management Matrix. See diagram on left

Program Preparation and Assessment

The P2 ETF Program assumes a prior knowledge of the 0 to 10RM models and tools. Program participants are issued with a **pre-reading and study guide resource kit**. The program is delivered via a facilitation framework with a focus on practical application of the 0 to 10RM models and tools within a wide variety of workshop agendas. Participants are required to actively participate and successfully complete a series of assessment tasks during the workshops. These assessment tasks are designed to demonstrate competencies in the P2 Program ETF performance criteria.

On successful completion of the program ETFs will be able to:

- ❖ **Facilitate** a wide range of workshop types using the 0 to 10RM models and tools
- ❖ **Train** others in the practical application of the 0 to 10RM models and tools
- ❖ **Deliver** directly and indirectly sustainable value for customers, suppliers and stakeholders

Program objectives

1. To share the principles and values, history and strategy behind the 0 to 10RM approach.
2. To review the 0 to 10RM models and tools for common understanding, common language and common practice.
3. To facilitate training and facilitation skills in 0 to 10RM management and the many and varied workshop environments.
4. To take the program participants outside their comfort zones in building competency and exploring opportunities for improvement in 0 to 10RM.
5. To build/develop and test competency in the application of the 0 to 10RM models and tools.
6. To build confidence in, advocacy for and commitment to the 0 to 10RM approach and the associated 'ETF community'.

Program outcomes

To produce *Elite Trainer Facilitators* (ETFs) in the practical, value-adding application of the 0 to 10 Relationship Management (0 to 10RM) models and associated tools. Specifically the ETF can:

1. Train and facilitate others in an understanding and the application of the 0 to 10RM model and associated tools
2. Identify and develop the appropriate 0 to 10RM workshop format for the client in both timing and content
3. Effectively facilitate 0 to 10RM-based workshops
4. Be an advocate for the 0 to 10RM model and approach
5. Critically support the client organisation's business goals and objectives through effective (internal and external) high performance relationship management.

Elite Trainer Facilitators - The Global Community

0 to 10RM ETFs form part of an evolving global community of highly respected, passionate champions, advocates and professionals focused on improvement and the sharing of Relationship Management best practices. A community of champions working independently and together to create value for their own and other organisations.

ETFs may be employees within the organisation, embedded as professional relationship managers, trainers, facilitators, champions and change agents or add value from outside the organization as external consultants, trainers, coaches, mentors and facilitators. The community based business model and the community itself is then self evolving, self improving through an integrated group of multi skilled, like minded professionals passionate about the development of and benefits associated with high performance relationship management and partnering and alliance relationships specifically.

ETF Guiding Values

Central to each ETF and the 0 to 10RM community will be the five core values of:

1. Integrity
2. Excellence
3. Passion
4. Mutuality
5. Health, safety and environment.

Program Delivery

The ETF Program is conducted by Tony Lendrum founder of 0 to 10 Relationship Management® and author of “The Strategic Partnering Handbook” and “The Strategic Partnering Pocketbook”.

Program Cost

Program and license costs are available on request.

For further information please contact:

Tony Lendrum – Principal

0 to 10RM Pty Ltd

Strategic Partnering Pty Ltd

Phone: International Country Code + **61 2 99825400** (Sydney, Australia)

Mobile: International Country Code + **61 41 9418 592**

Email: partner@ozemail.com.au

Website: www.partneringcommunity.com

Who should participate

ETF candidates will comprise individuals in high impact roles, building and sustaining high performance relationships. This may include:

- ❖ **Relationship Managers**
- ❖ **Partnering and Alliance Managers**
- ❖ **Senior Managers / Account Executives**
- ❖ **Procurement Managers / Specialists**
- ❖ **Business Development Managers**
- ❖ **Key Account Managers**
- ❖ **National and Global Account Managers**
- ❖ **Consultants**
- ❖ **Trainers / Coaches / Facilitators**



*Keep the Faith
Stay Focussed &
Enjoy the Journey*

