# Maximise Value in Strategic Partnerships - Training to build capability

Know how to get from this...  

![Vendor and Client with graphs showing cost and performance](image)

Poor delivery of outsourced services can cripple your organisation

To this...

![Vendor and Client with graphs showing benefits and cost](image)

Strong commercial trust helps to generate an environment of innovation that drives maximum value

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<table>
<thead>
<tr>
<th>Step 1</th>
<th>Step 2</th>
<th>Step 3</th>
<th>Step 4</th>
</tr>
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<tbody>
<tr>
<td><strong>Assessment</strong></td>
<td><strong>Collate/Analyse</strong></td>
<td><strong>Discussion</strong></td>
<td><strong>Training Workshop</strong></td>
</tr>
<tr>
<td>Use existing project</td>
<td>Analyse Contract/Spec</td>
<td>Discuss findings</td>
<td>One-day on-site training</td>
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<tr>
<td>Staff interviews</td>
<td>Analyse interview notes</td>
<td>Agree training approach</td>
<td>Specific to your partnership</td>
</tr>
<tr>
<td>Contract/Spec review</td>
<td>Construct feedback</td>
<td>Construct training workshop</td>
<td>Roadmap to maximise value</td>
</tr>
<tr>
<td><strong>Activity</strong></td>
<td><strong>Activity</strong></td>
<td><strong>Activity</strong></td>
<td><strong>Activity</strong></td>
</tr>
<tr>
<td>Understanding issues</td>
<td>Understand strengths</td>
<td>Critical friend feedback</td>
<td>Build internal capability</td>
</tr>
<tr>
<td>Visibility of challenges</td>
<td>Understand challenges</td>
<td>Independent analysis</td>
<td>Implement the day after</td>
</tr>
<tr>
<td>Understand behaviours</td>
<td>Identify gaps in approach</td>
<td>Develop success roadmap</td>
<td>Fast cash savings</td>
</tr>
</tbody>
</table>

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![Image of training workshop](image)

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Working towards a better future – Client Testimonials

At BPG we believe that you can work together with your partner towards common strategic objectives through trustful and open relationships can achieve a true ‘win-win’ situation. Our experience of over 500 previous relationship successes shows that, open and well-managed dialogue, and constructive contract management between clients and vendors throughout the roadmap of change can maximise value for both partners.

Sue Johnson, Assistant Director, Bolton Council
“With the help of BPG, Bolton Council achieved savings of £500,000 per annum without having to lose any jobs.”

Jayne Bacon, e-Learning Manager
“I was put in charge of a set of contracts I didn’t feel were delivering. In a single, one-day workshop, BPG fixed the problem.”

Nicola Woods, Director, Houses of Parliament
“We found their approach professional and sensitive to our business specialism, and we were impressed with the amount of preparation and care taken to deliver a quality output.”

Dave Johnson, Deputy CEO, High Peaks Council
“We now use their training for all our larger procurements, and it’s been a big help for sorting out problems well before we get to the contract stage.”

Alison Wilson, Contracts Manager, Devon Police
“Best Practice Group has provided the Force with clear, balanced and assessed guidance on the content of strategic partnership contracts.”

Nick Bell, Deputy CEO, Essex County Council
“We have been equipped to start a new relationship on a secure foundation, saving us millions of pounds in the process.”

Brendan Ryan, Contracts Manager, Devon Police
“Best Practice Group has provided the Force with clear, balanced and assessed guidance on the content of strategic partnership contracts.”

Brian Logan, Chief Executive, Bield Housing Association
“They guided us through the different stages of project scoping, due diligence and risk-minimising techniques we would not have considered.”

Alison Hughes, Assistant Director, Wigan Council
“As four partnerships working together, BPG helped us to focus on what was common, not what was different. Wigan Council alone has a saving of £950,000 per annum.”

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Lisa Bibby, Director, Blackburn with Darwen
“We had performance issues with a managed service provider. BPG helped build our internal capability to assess our options.”

Alison Hughes, Assistant Director, Wigan Council
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Maximise Value in Strategic Partnerships - Training to build capability

Would you like an informal and confidential chat (no charge) about whether this training will help you maximise value in your strategic partnerships?

ONLY 7 DISCUSSION SLOTS LEFT IN APRIL.

Book your free exploratory discussion now on 0845 345 0130

Or e-mail advice@bestpracticegroup.com

Want to know more? See overleaf...
Maximise Value in Strategic Partnerships - Training to build capability

What will this training cover and who should attend?

What the course covers
(This course is built around your own Vendor Contract Terms, Specification, Issues, Governance and Outcomes. So you can implement specific changes immediately to maximise on-going value)

<table>
<thead>
<tr>
<th>Who should attend</th>
<th>Why attend?</th>
<th>Benefits in attending</th>
</tr>
</thead>
<tbody>
<tr>
<td>CEO/Deputy CEO</td>
<td>Awareness of vendor challenges</td>
<td>Engagement to overcome challenges</td>
</tr>
<tr>
<td>Heads of Finance</td>
<td>Visibility of financial constraint impact</td>
<td>Better alignment of reducing finances</td>
</tr>
<tr>
<td>Service Directors</td>
<td>How to reshape service delivery</td>
<td>Improve business outcomes quickly</td>
</tr>
<tr>
<td>Legal Directors</td>
<td>How behaviours change contract terms</td>
<td>Validating good/poor behaviours</td>
</tr>
<tr>
<td>Procurement Directors</td>
<td>Buying decisions that impact delivery</td>
<td>Aligning on-going cost measurement</td>
</tr>
<tr>
<td>ICF Teams/Contract Managers</td>
<td>Nuances of relationship management</td>
<td>How to maximise on-going value</td>
</tr>
</tbody>
</table>

Understanding how to improve your internal capability and delivering win-win commercial benefits are key.
Maximise Value in Strategic Partnerships - Training to build capability

The Bespoke Training Approach – delivers immediate cashable savings

Fees
The course is a bespoke one, designed around one of your own specific partnership/commissioning projects. So you can implement specific changes immediately to maximise on-going value. Please call us and we can discuss the areas of support to put into the training course that will help you to generate the most value, quickly. The fee will be based upon course content.

Location/Venue
The courses are usually held either at your own office location, or we will organise a local conference/training room near to your office location.

Dates
We can work around you. Please bear in mind that these courses are in high demand, and given their bespoke nature, it would be helpful to have 20 working days notice of the date you would like the course to take place.
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Still not sure about whether this training is for you?

City of Westminster

Westminster City Council

Before BPG

- Internal Customer Satisfaction levels < 28%
- Escalating service costs
- New project work over time and over budget; not fit for purpose
- Poor relationship

After BPG

- Cashable revenue savings of £2.5m.
- Customer satisfaction increase from 28% to 72% in 120 days and improving each week thereafter to attain 93%.
- Strategic partner relations changed from poor to excellent.
- Benefits achieved within 120 days.
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White papers that drive value in Strategic Partnerships generally

These papers help you get it right, first time...

These papers help you fix it or get out quickly

http://www.bestpracticegroup.com/guides

http://www.bestpracticegroup.com/blog