

# Relational Improvement

So what do you do about that critical issue? You know that the way the two groups interact isn't really working but the problem seems intractable. You know that the parties seem to be at odds with one another but it isn't clear what or how to change a situation that seems inevitable.

Our service uses a neutral informed process to draw out insight from all sides in a way that enables them to engage constructively. As a natural part of the process, all the parties involved are equipped with a framework to discuss underlying issues and offer improvements. In addition they develop an action plan to address the issues sustainably together and include other parties where necessary. The results and action plan can fit seamlessly with our rScan service or be the basis for a wider rScan. In some cases the action plan requires completely new relationships in which case our rDesign service can be used.

## Our standard process:

- STEP 1** We agree with you who needs to be involved directly and indirectly to address the issues.
- STEP 2** Representatives from all parties are briefed and then complete a short structured survey using the Relational Proximity® Framework.
- STEP 3** By analysing the results and identifying the distinctive patterns in the relationship, we structure a series of short workshops/meetings to help the parties recognise and address the issues.
- STEP 4** The meetings/workshops will lead to a final meeting of representatives from all parties to agree what those parties will do to improve the relationship and what they will do to get any wider involvement from other parties. (Steps 2-4 can be repeated as part of an rCoach service to assist in implementation of any action plans.)

Our Relational Improvement (rImprove) service is designed to work with all sides to quickly and safely:

- Identify which aspects of the relationship is causing underlying problems
- Identify which aspects of the relationship can be used to help address the problems
- Start work on agreed solutions between the parties
- Agree an action plan to address the wider issues and include other parties

You may need the rImprove service if:

- Your organisation has just completed an rScan and identified key relationships which need improvement
- There are silos or strata in your organisation (or supply chain) preventing effectiveness
- The relationship with a particular individual or organisation has broken down and this relationship matters