

Issues

- § Transform engagement with customer and supplier
- § Reverse an entrenched pattern of adversarial working relationships in a large, complex project

Methodology and Tools

- § Analyse, map and create a customised business relationship model
- § Co-created solutions and working practices for a successful partnering relationship
- § Employee motivation assessments
- § Designed a suite of transformation tools
- § Trained Managers to deliver transformation tools

Results and Benefits

- § Repaired working relationships
- § Became a trusted partner advising on transformation of customer-supplier relationship
- § A mutually agreed and beneficial ending to the customer-supplier relationship

