

## Partnership Rules Of Engagement

Key practical understandings in three partnership types

### STRATEGIC PARTNERSHIPS

1. be clear 'why?' - get a big picture
2. establish shared understanding of the need/purpose
3. what does each member bring to the partnership?
4. what does each member take from the partnership?
5. how are decisions made and who can influence them?
6. ensure sufficient resources are available to delivery vehicles
7. agree strategic measures of success and time scales

### DELIVERY PARTNERSHIP

1. establish common aims
2. create governance structure
3. agree dispute resolution style and process
4. agree strategic framework
  - delivery plan
  - outcomes/timelines
  - performance management
  - resource allocation
  - inputs and outputs/ money and people
5. develop branding and image control
6. exit strategy

### CONTRACTUAL PARTNERSHIPS

1. set out terms & specification
2. spell out understanding of roles
3. statement of interests
4. realistic team and unambiguous
5. measurement of PIs
6. review and monitoring arrangements
7. low level problem solving
8. mechanism for variation
9. dispute mechanism
10. customer interface
11. shared culture and values

#### Do

- joint induction and training
- invite partner/contractor to in-house management team
- promptly pay (as client)
- create a shared framework for variations
- celebrate success

#### Don't

- publicly criticise partners
- go against the agreements without negotiation