

Fostering Connections and Partnerships

Regional Council Presidents Survey Results 2016 highlighted this as a priority. See resource 8.6: Regional Council President Survey Snapshot – it highlights the partnerships provide a great opportunity to delegate. (

Begin by completing this table with other members naming some organisations/ agencies/groups in your local area that you could network or partner with to provide assistance to the people your conference members support.

Document what they do and the resources and expertise they have.

Name	What do they do	What resources / expertise available

Consider organisations that provide services in these areas:

- Housing, Employment, Financial Counselling, Mental health, etc...

“Vincent brought people together to find solutions to the challenges poverty causes in a community. And, like most collaborations, Vincent wasn’t wedded to one solution, he was driven by service, and was open to any group that shared his mission.”

--Rev. Robert Maloney



This template may assist your conference to record partnerships.

1. Make the information accessible to all members
2. Include it in the Conference Visitation Toolkit
3. Discuss partnerships in Conference meetings (add it to the agenda)
4. Invite representatives from other organisations to your meeting

Partner organisation profile

Name of organisation: _____

Address: _____

Phone: _____

Email: _____

Opening hours: _____

Types of assistance provided (for example financial, legal, housing, etc)

Eligibility (for example by local government area):

Preferred referral arrangements:

e.g. Phone call, email,

Key contacts: _____



Principles of Partnerships

A partnership is a collaboration in which organisations work together in a transparent, equitable and mutually beneficial way towards agreed outcomes for the benefit of our clients. Partnerships cover a range of relationships from informal through to formal arrangements.

From Partnerships Strategy Policy 2015, St Vincent de Paul Society Support Services, p. 3

Trust

Trust is most important. There needs to be a clear expression of interest and aspiration on both sides. Trust takes time. Providing good feedback to partners when things are working and when things are not working is very important to building trust.

Transparency among partners is the foundation for a solid and honest relationship.

Relationship that involve the transfer of funds (e.g. from government to St Vincent de Paul Society) requires that strict business principles be followed, such as reporting, accountability and good stewardship.

Mutual Respect

Respect is of utmost importance, partnership relations are open to dialogue and exchange of views that find solutions based on collective insight.

Mutuality

A reciprocal relation between interdependent entities. We need to ensure there is a genuine opportunity for referral and support.

Solidarity

Solidarity means common responsibilities and interests requiring sensitivity and commitment to the problems, efforts and constraints of other partners.

Accountability

Any partnership involves rights and obligations. It is a major challenge when one partner has the resources and the other has to ask for it, or one has the power to decide who gets funds and how much, and the other is accountable for their use.



How do you start a partnership?

Potential Benefits of Partnerships

From your experience, would you agree with these stated benefits?

<p>To you</p>	<p>Increases your satisfaction as you enable people to receive appropriate and relevant assistance</p> <p>Reduces the risk of you needing to provide advice in areas you are not appropriately qualified</p> <p>Provides you with additional support</p> <p>Reduces the risk of burnout as you don't try to be all things to all people</p> <p>Add others in the space below:</p> <ul style="list-style-type: none"> • •
<p>To the person we assist</p>	<p>They get access to specialist services that address their need</p> <p>They receive appropriate links to services</p> <p>Reduces the risk of frustration and anger through appropriate co-ordination of services and referral practices</p> <p>They get information about how they can help themselves</p> <p>They get access to address the underlying need that can help to ensure there is no further deterioration in their circumstances</p> <p>We are addressing their short term and long term needs</p> <p>Prevents the 'run around' from organisation to organisation</p> <p>Prevents them falling through support gaps and safety nets</p> <p>Add others in the space below:</p> <ul style="list-style-type: none"> • •
<p>To the St Vincent de Paul Society</p>	<p>Raises our profile in the community</p> <p>Helps us to live out our vision and mission</p> <p>Develops co-operative and co-ordinated policies and services including joint research and advocacy projects (eg: social justice issues: housing crises, energy affordability, homelessness)</p> <p>Add others in the space below:</p> <ul style="list-style-type: none"> • •



Habits for Building Better Partnerships

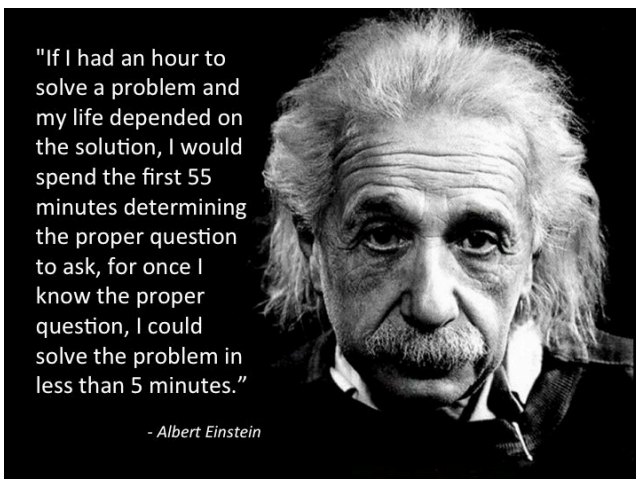
To fulfil the Mission and Vision of the Society requires us to work with others. We can improve our ability to build partnerships by:

Become a great listener

Revisits resource 4.4 Listening Attentively in this resource kit. Attentive listening practices include:

1. Seeking to understand before seeking to be understood
2. Being non-judgemental
3. Giving your undivided attention to the speaker
4. Using silence effectively

Ask the right questions



Pay attention to the whole person

This includes words spoken, the tone of the words, facial expressions and body language. Notice when someone's words don't match their facial expression or body language. This will create more meaningful conversations that will lead to developing trust and stronger connections.

Remember what is important to others

Start by remembering people's names and pay attention to what is important in their lives. You don't have to remember everything about them, just focus on their names and one important piece of information.

Be consistent and manage emotions

People whose mood swings from hot to cold have a difficult time sustaining productive relationships. Regardless of how you are feeling, try to temporarily put your own feelings aside and fully listen to and engage with others.

Be open and share when the time is right

Good relationship builders show they are sharing the feelings of the other by mirroring emotions of the person speaking. Sharing excitement, joy, sorrow, frustrations helps us to connect to others. This requires empathy and sensitivity to the feelings of others.

Be genuine, trustworthy, and positive

Be a servant leader. You genuinely want the best for others and want them to succeed.

Accept and celebrate differences

We are all different. We can perceive the world in many ways.

Learn to give and take feedback

The ability to provide constructive feedback to others helps them tap into their personal potential and can help to forge positive and mutually beneficial relationships. Any feedback you receive will help you to do the same.



1. Which of the above skills do you want to improve on for yourself?
2. What will you do to improve these skills?

Consider this...

Fostering Connections and Partnerships



Consider the opportunities discussed. Note that this activity is working in Quadrant 2. (See resource 8.5 Categorising the Demands on our Time)

1. Name 2 actions you will undertake to grow connections and partnerships
2. How can you encourage members to attend interagency meetings?
3. What might you include in some future meetings to raise awareness and increase activity of referrals and among the members you work with?
4. Name 2-3 groups/services that you might consider inviting as a guest speaker to a Conference or Council meeting.
5. Which of these tasks might I delegate and to whom?
6. Other thoughts on building partnerships?



Persuasion and Influence

What doesn't work

- **Thinking that you are better at persuasion than you are, and therefore failing to hone your skills**
Instead, be reflective and see where your skills need to be improved.
- **Trying too hard to persuade**
Seeming too keen probably puts people off faster than anything else.
- **Failing to put in the effort required to get what you want**
Nothing, or at least not much, is free in this world.
- **Talking too much**
Stop, and just listen to the people you need to persuade.
- **Providing too much information, which just confuses people, and makes them think you are trying to blind them with science**
What, they ask, are you *not* telling them?
- **Getting desperate**
Like insincerity, people can spot fear at a distance, and don't like it.
- **Being afraid of rejection**
This can even stop people from *trying* to persuade in extreme cases.
- **Not being prepared**
You can't 'wing it' every time. Your audience will see through you, and will think that you value your time more highly than theirs.
- **Making assumptions about your audience**
Not being prepared to reassess when new evidence emerges.
- **Forgetting that the whole conversation is important**
You need to engage in order to persuade, right from the beginning.

Influencing and Persuasion Skills

The table below lists twenty-eight influencing skills in the first column, the type of skill it is in the second column, and an opportunity for you to rate how difficult the skill is for you to use in third column.

Instructions: In column 3, rate how difficult you find the skill is for you to use.

Persuasion and Influence Skills	Type of Skill	Rate how difficult this is for you to use. Circle your rating using the following: 1= Low 4 = Very High
Convincing people to help you influence others	Interaction	1 2 3 4
Resolving conflicts and disagreements among others	Interaction	1 2 3 4
Using a compelling tone of voice	Assertiveness	1 2 3 4
Bargaining or negotiating	Interaction	1 2 3 4
Using authority without appearing heavy handed	Assertiveness	1 2 3 4
Taking the initiative to show others how to do things	Interaction	1 2 3 4
Building consensus	Interaction	1 2 3 4
Behaving authoritatively	Assertiveness	1 2 3 4
Using assertive non-verbals	Assertiveness	1 2 3 4
Having insight into what others value	Interpersonal	1 2 3 4
Probing	Communication and reasoning	1 2 3 4
Finding creative alternatives	Communication and reasoning	1 2 3 4
Supporting, encouraging others	Interpersonal	1 2 3 4

Building rapport and trust	Interpersonal	1	2	3	4
Building close relationships	Interpersonal	1	2	3	4
Showing real interest in others	Interpersonal	1	2	3	4
Conveying energy and enthusiasm	Communication and reasoning	1	2	3	4
Asserting	Assertiveness	1	2	3	4
Listening	Communication and reasoning	1	2	3	4
Behaving self-confidently	Assertiveness	1	2	3	4
Logical reasoning	Communication and reasoning	1	2	3	4
Willingness to ask for favours	Interaction	1	2	3	4
Being sensitive to others' feelings	Interpersonal	1	2	3	4
Analysing and displaying data	Communication and reasoning	1	2	3	4
Willingness to do favours	Interaction	1	2	3	4
Being friendly and sociable with strangers	Interpersonal	1	2	3	4
Speaking conversationally	Communication and reasoning	1	2	3	4
Persisting	Assertiveness	1	2	3	4

Copyright © 2010 by Terry R. Bacon. www.theelementsofpower.com They are based on twenty years of research on power and influence conducted at Lore International Institute, which is now part of Korn/Ferry International.

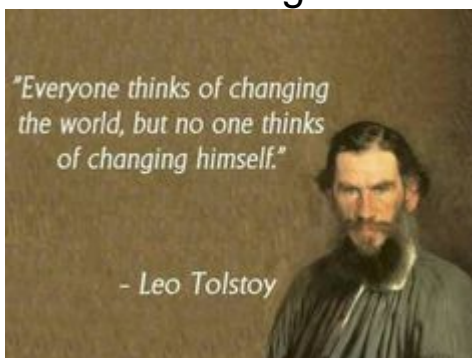


1. Which persuasion and influencing skill do you most want to improve?
2. How do you think you might go about this?
3. Are there any skills that you would add to this list?
4. Share your response with a partner.

Consider this...



1. Describe a time when you saw someone use effective skills of persuasion and influence.
2. What did they do that impressed you?
3. What are some of your behaviours you are aware of that might keep you from persuading or influencing others?
4. How do you think you could improve your persuasion and influencing skills?





St Vincent de Paul Society
good works



Building Partnerships

1. DIY Toolkit Building Partnerships
<https://www.youtube.com/watch?v=c5z3ZWnN3L8> 3.41 minutes.
2. Blog: The difference between managing paid staff and volunteers
<http://tonygoodrow.blogspot.com.au/2008/10/difference-between-managing-paid-staff.html>
3. The Science of Persuasion – this clip is also referenced in the Change Topic
<https://www.youtube.com/watch?v=cFdCzN7RYbw> 8.11 minutes
4. Why Good Leaders Make You Feel Safe
<http://www.bing.com/videos/search?q=influencing+managing+volunteers&&view=detail&mid=C3143DE15151F727AF0CC3143DE15151F727AF0C&FORM=VRD GAR> 11.59 minutes