

## 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><b>To you</b></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"> <li>•</li> <li>•</li> </ul>
<p><b>To the person we assist</b></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"> <li>•</li> <li>•</li> </ul>
<p><b>To the St Vincent de Paul Society</b></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"> <li>•</li> <li>•</li> </ul>



## Habits for Building Better Partnerships

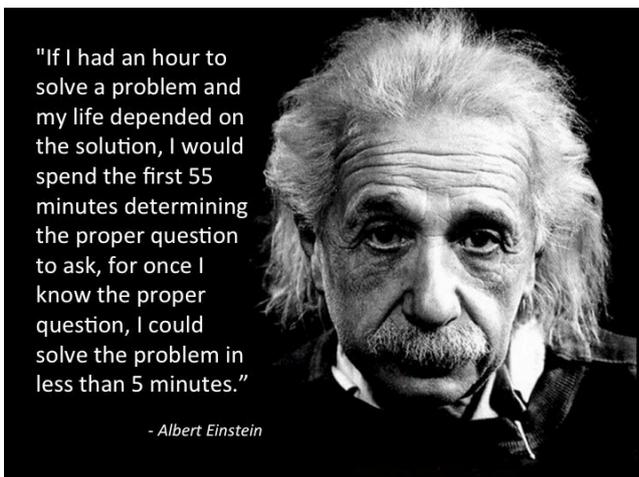
**To fulfil the Mission and Vision of the Society requires us to work with others. We can improve our ability to build partnerships by:**

### 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're better at persuasion than you are**  
Instead, be reflective and see where your skills need to be improved.
- **Trying too hard to persuade**  
Being too keen puts people off.
- **Talking too much**  
Stop, and listen to what is important to others.
- **Providing too much information, it confuses people**  
They'll think, "What are you *not* telling them?"
- **Getting desperate**  
Insincerity and fear are easy to spot.
- **Being afraid of rejection**  
This can stop people from *trying* to persuade.
- **Not being prepared**  
You can't 'wing it'. Think through what and how you will say.
- **Inflexibility and closed mindedness**  
Be prepared to reassess when new evidence emerges.
- **Forgetting that the whole conversation is important**  
You need to engage from the start in order to persuade.

## Influencing and Persuasion Skills

<b>Instructions:</b> Rate your capacity to use this skill: <b>1= Low skill</b> <b>4 = Very high skill:</b>				
<b>Resolving conflicts and disagreements</b>	1	2	3	4
<b>Using a compelling tone of voice</b>	1	2	3	4
<b>Bargaining or negotiating</b>	1	2	3	4
<b>Using authority without being heavy handed</b>	1	2	3	4
<b>Building consensus</b>	1	2	3	4
<b>Using assertive non-verbals</b>	1	2	3	4
<b>Having insight into what others value</b>	1	2	3	4
<b>Finding creative alternatives</b>	1	2	3	4
<b>Supporting, encouraging others</b>	1	2	3	4
<b>Building rapport and trust</b>	1	2	3	4
<b>Building close relationships</b>	1	2	3	4
<b>Showing real interest in others</b>	1	2	3	4
<b>Conveying energy and enthusiasm</b>	1	2	3	4
<b>Asserting your needs or desires</b>	1	2	3	4
<b>Listening</b>	1	2	3	4
<b>Using logical reasoning in conversation</b>	1	2	3	4
<b>Being willing to ask for favours</b>	1	2	3	4
<b>Being sensitive to others' feelings</b>	1	2	3	4
<b>Analysing and displaying data</b>	1	2	3	4
<b>Being friendly and sociable with strangers</b>	1	2	3	4
<b>Persisting</b>	1	2	3	4

**Source: Copyright © 2010 by Terry R. Bacon.** [www.theelementsofpower.com](http://www.theelementsofpower.com) 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?

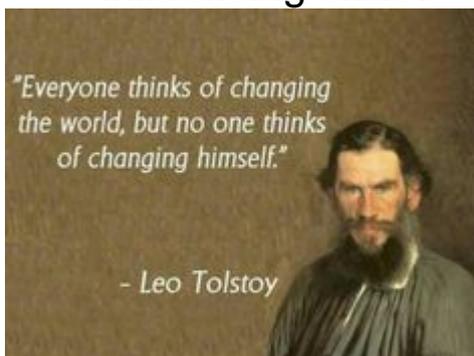
4. Share your response with a partner.



# 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