

# FORUM 2017: Creating Connections Together



## The Key To Relationship Success In Procurement?

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# The Key To Relationship Success In Procurement?

- The Value(s) in your relationships
- Transparency and “Building Bridges”
- Communication and Collaboration “Not An Either/Or Proposition”



# The Key To Relationship Success In Procurement?



**Technology becomes ineffective the more dependent we become on it. Therefore, when we talk about being leading edge, we must look beyond the technology to the people behind it.**

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# Poll Number 1

What is the key to a successful relationship?

- Transparency
- Communication/Collaboration
- Values and Shared Outcomes
- Other



# Transparency: A Bridge Too Far?



# Why Did The I-35 Bridge Project Succeed?

- Achieving the outcome became the first priority
- Abandoning the old and familiar way of doing things
- Recognizing the difference between “thought” versus “actual” need
- Adopting an “Open Book” policy



# Poll Number 2

Does procurement have the ability to achieve superior outcomes outside of a crisis?

- Yes
- No
- Not Certain



# Communication/Collaboration: Think Orange!





# Why Was The Battle Of The Orange Resolved?

- Recognizing that there are both visible positions as well as hidden interests – the why versus the what
- Accepting that a shared or common goal does not have to mean a shared or common outcome (juice “and” marmalade)
- A willingness to pursue a “true” win-win outcome



# Poll Number 3

In procurement, how important is it to understand the other person's (i.e. supplier's) position?

- Very Important
- Somewhat Important
- Not Important



# Is There Value In Your Relationships?



# Calculating The Value(s) Of Your Relationship

- Relationship value depends on rational elements (functions) and social elements (trust)
- The gate swings both ways



# Calculating The Value(s) Of Your Relationship

Are you as good of a partner to others as they are to you?



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