

## High Performance Relationships

*“A new way of thinking about relationships and a mechanism for analysing why a relationship may not be as effective as possible. Pleased to say it exceeded my expectations”*

Group Technology Office  
Barclays

### Why?

IS leaders understand the criticality of their key business relationships. As IS moves ever closer to other business functions, so excellent relationships, through which influence can be exercised are a requirement for success. But few IS leaders have been equipped with the practical skills they need to take the lead in identifying, developing and sustaining such relationships.

### Who Should Attend?

This programme is for those in the early stages of their IS leadership career in large organisations – and for those on the brink of moving into leadership roles. It will be especially valuable to leaders looking for tools with which to enhance key business relationships. It provides a natural follow on to previous participants in *Welcome to IS Management*, though that programme is not a prerequisite for this.

### Benefits

Programme participants will benefit from

- The opportunity to explore specific business relationship issues, and develop actionable strategies, with peers and an expert facilitator
- Being equipped with practical skills and associated tools, drawing from a research-based model, to assess and enhance key business relationships
- Developing a personal action plan that ensures learning is implemented, and key relationships enhanced
- Best practices gained through interaction with other programme participants

### Sample Agenda

Each delivery of the programme is customised to fit the specific needs of participants, but the programme will address:

- Managing a portfolio of business relationships
- Mapping key business relationships
- Issues identification
- Performance assessment
- Managing expectations
- The re-commit process
- Personal action plans

### What Next

Participants may also benefit from the *Welcome to IS Management* programme that provides a comprehensive introduction to IS leadership, and from the following programmes that (like this one) build on one of the competencies explored in it:

- Being Strategic
- High Potential Leadership
- Leading High Performance Teams
- Internal Consultancy Skills

### Key Details

<b>Date</b>	11 October 2007
<b>Duration</b>	1 day intensive workshop
<b>Venue</b>	South East England (TBA)

**How to Book** Contact Simon Payn on +44 20 7842 7981 or [simon.payn@impact-sharing.com](mailto:simon.payn@impact-sharing.com)

*Places on the programme are strictly limited and available on a 'first come, first served' basis.*

**Book early to avoid disappointment**

---

The IMPACT Programme enables and sustains high performing IS organisations by developing current and emerging IS leaders

IS leaders work in an increasingly challenging and complex environment. We equip them to perform to the maximum level in their current role. And we develop the capabilities they need to be effective in their next role.

Our flexible combination of bespoke and scheduled programmes delivers transformational development tailored to the specific needs of IS Leaders and their organisations. We build leadership competencies and IS expertise with a pragmatic performance-focused approach.

People, especially leaders, make the difference. IMPACT is the IS Development Partner of Choice.

How can we help you?



**IMPACT**

**THE IMPACT PROGRAMME**

International Press Centre, 76 Shoe Lane, London EC4A 3JB

Tel: +44 20 7842 7900 Fax: +44 20 7842 7979

[www.impact-programme.com](http://www.impact-programme.com)



*The IMPACT Programme is a division of the National Computing Centre (NCC), the UK's leading provider of membership services for IT executives. NCC champions the effective use of IT in business.*