Partnering

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Partnering

The change achieved through Partnering will go through several phases before it reaches an ultimate goal of collaboration.

These phases of change will be:

Adversarial Attitude
Cooperative Attitude
Recognition of Needs
Cooperation
Collaboration
Relationships

Value is placed on the relationship not the project.
Communicate on a regular basis with each other. Everyone intends to communicate with others, the pressure of meeting deadlines and other responsibilities often interferes. Scheduled a specific day and time for discussing job issues to assure regular communication.
The key to understanding the other partners’ perspective is to listen closely to what they are saying. If information is incomplete or doesn’t make sense, ask questions until you truly understand what is important and how the issue impacts them.
The benefits of Partnering should enhance quality for our ultimate customer – the traveling public.

Clearly communicate your quality expectations and be prepared to talk with your partners if those expectations aren’t being met.
Trust

Most people want to do quality work. Assume positive intent. Trust that those involved in the contract will meet their responsibilities in a quality way. Just because you had a bad experience with someone doesn’t mean that you shouldn’t trust the people you are working with on the project.
Trust

Trust and openness are a normal part of the relationship.
The sharing of ideas and problems without fear of reprisal or exploitation promotes the fair and rapid resolution of problems and the improvement of operational efficiency.
Collaborate

Projects involve far more partners than just the prime contractor and DPW.

When appropriate, involve subcontractors, suppliers, local officials, police, local business, utility companies, and even the news media.

All those impacted by a matter should be part of the process of determining the solution.
Consideration

Each party is aware of the needs and concerns of the other parties. A party does not take any action without considering who is affected and how they are affected.
Consideration

Any action that may have a detrimental effect on another party is reconsidered and discussed with them before proceeding. Value is placed on assisting the other party in achieving their objectives.
Win-Win

Compromise does not always mean meeting in the middle.
The greatest success for the overall team is the goal of any compromise, without harming the other party. A win-win solution is where both parties get all or most of what they need.
Win-Win

If there is not a clear solution, work to understand the perspective of others and seek fair outcomes. This often requires compromises from all involved. Finding a win-win solution can best be accomplished when the partners have trust and openly communicate.
An environment for cost savings and profitability should exist. A reduction in cost or increased profitability by the other party should be recognized as healthy for the relationship.
All understand that no one benefits from the exploitation of the other party. 

The short-term gains from taking advantage of the other party are more than lost when the benefits of a healthy long-term relationship are considered.
Overall performance can be improved when each party is concerned with the performance of the entire group. Gains for one party are not at the cost of the overall performance of the team.
Chain-of-Command

Determine the chain-of-command. Specific persons should be named for each level.

Define the process for solving disputes that gives each participant a certain amount of time.

Elevate the issue to the next level if there is no resolution and should be viewed as part of the process.
Participation

Each individual adds value to the group.

Individuals are encouraged to contribute to any part of the relationship, even though it may be outside their traditional role.
Ownership

Take ownership in the team’s goals.

Help your partners achieve their goals rather than focusing only on your goals.
Don’t think you have to have all the answers at the field level. If an issue arises beyond your expertise or involves a large sum of money, seek insight on how an issue can be addressed.
Help

Contractor field personnel should look to the home office for help;
DPW RPR’s have a broad network of support including Project Managers, the Program Managers, Administrators, Legal and Finance, and other Consultants.
Thank You!

YOU'RE THE BEST, AROUND!

NOTHING'S GONNA EVER KEEP YOU DOWN!

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