

Transforming a Relationship

Becoming a real Trusted Advisor

Client Situation

Our client had an external relationship with a key stakeholder. While not a 'bad' relationship our client found it difficult to deal with this stakeholder. There was evidence that both weren't on the same page; commitments weren't delivered on; and the stakeholder would say things that weren't true.

Our client had a reputation for getting on with most people, but found this relationship difficult.

What we did



Our client attended one of our Trusted Advisor workshops.



Developed a different sense of how to understand himself and others.



Change in orientation to 'what value can I provide to help him' and less about 'what can he do for me'.



Understood stakeholder more deeply — rationally, emotionally, politically and cultural.



Asked better questions — business and social lives

Outcome

The relationship significantly improved, to the extent that:

- He could call out the stakeholder if he felt what he was saying was untrue.
- The stakeholder became an important advisor to him and helped him unblock an internal problem
- The stakeholder became a passionate advocate for our client and offered to act as an internal and external referee

"Thanks Better Change for helping flip a difficult relationship"