

10 BEHAVIOURS OF SUCCESSFUL PARTNERSHIP WORKING

At the Yorkshire and Humber social partnership summit in December 2008 participants identified the top ten behaviours which ensured successful social partnership working. These behaviours were adopted by the newly formed North of England Social Partnership Forum in 2013.

These behaviours are set out below.

- Having mutual respect
- Actively listening to each other
- Working from shared values
- Walking in each others shoes
- Being honest with each Other
- Being Solution Focused
- Acknowledging each others' views
- Being inclusive
- Open communication and information sharing
- ***Trusting each other***

These behaviours are clearly interrelated, if we fail to actively listen to each other, acknowledge each others views, share information openly and honestly it is highly unlikely that we will have mutual respect.

At the heart of partnership working is ***trust***, building and maintaining trusts requires us to practice each of the behaviours above consistently overtime. The model developed illustrates this (see page 3).

Building trust takes time, but it only takes an instance to damage or even destroy it.

Partnership working plays a crucial role in delivering highly motivated and committed staff who can continuously improve the quality of the care they provide to patients and their families, and who can be proud of the NHS.

It is therefore important that the members of social partnership forums regularly take time out to review how effective their partnership working is.

Set out on the following page is a simple model which Partnership Forums might wish to use to assess this, based on the Summit's top ten behaviours for successful partnership working.

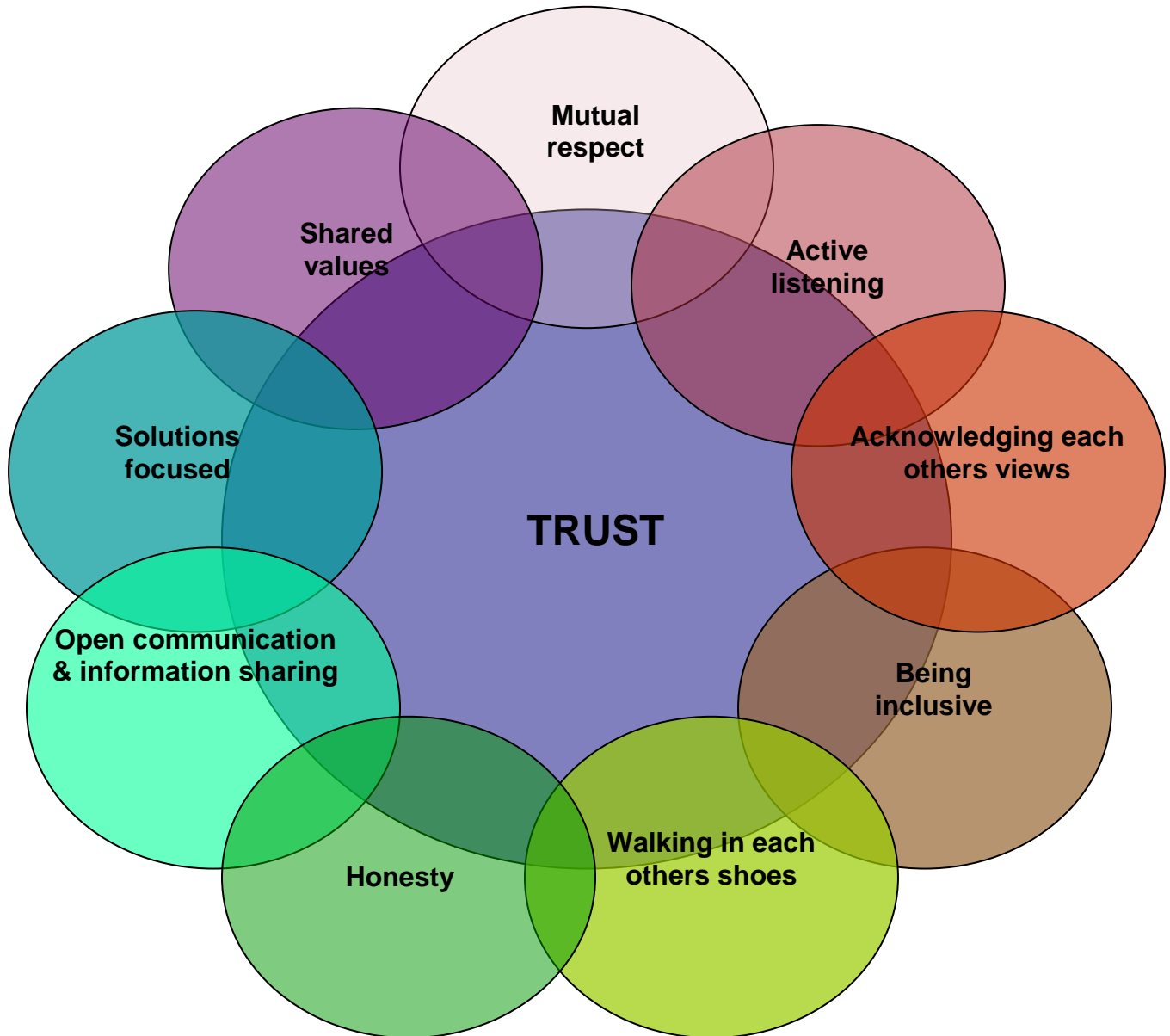
A number of questions have been associated with each of the behaviours which can be used as prompts for discussion together or for consideration as individuals to aid the completion of a simple rating scale scoring between 1 to 10 for each behaviour, 1 being poor, 10 being excellent.

As 'trust' is at the heart of the partnership relationship, this can be used as the overall barometer for the state of partnership working.

The idea is that using such a tool will enable the members of social partnership forums to spend sometime considering how their behaviours can both help and hinder the work they are engaged in, and support them in identifying how they can improve how they do business.

10 BEHAVIOURS MODEL

The following model of interlinked behaviours has been designed based on delegate feedback. It displays the ten high impact behaviours which should be utilised to promote greater outcome success in Partnership working within NHS Organisations. The model identifies that all behaviours impact on each other and should be realised to have the optimum beneficial effect.



As a result of this model, a Partnership Behaviours Audit Tool has been designed (downloadable from the North of England section of the National Partnership Forum website) to help your organisation explore its current effectiveness with the ten behaviours of partnership working.

Direct link for the Audit Tool:

<http://www.socialpartnershipforum.org/SiteCollectionDocuments/YH%20Partnership%20Behaviours%20Toolkit%20for%20Download.pdf>