

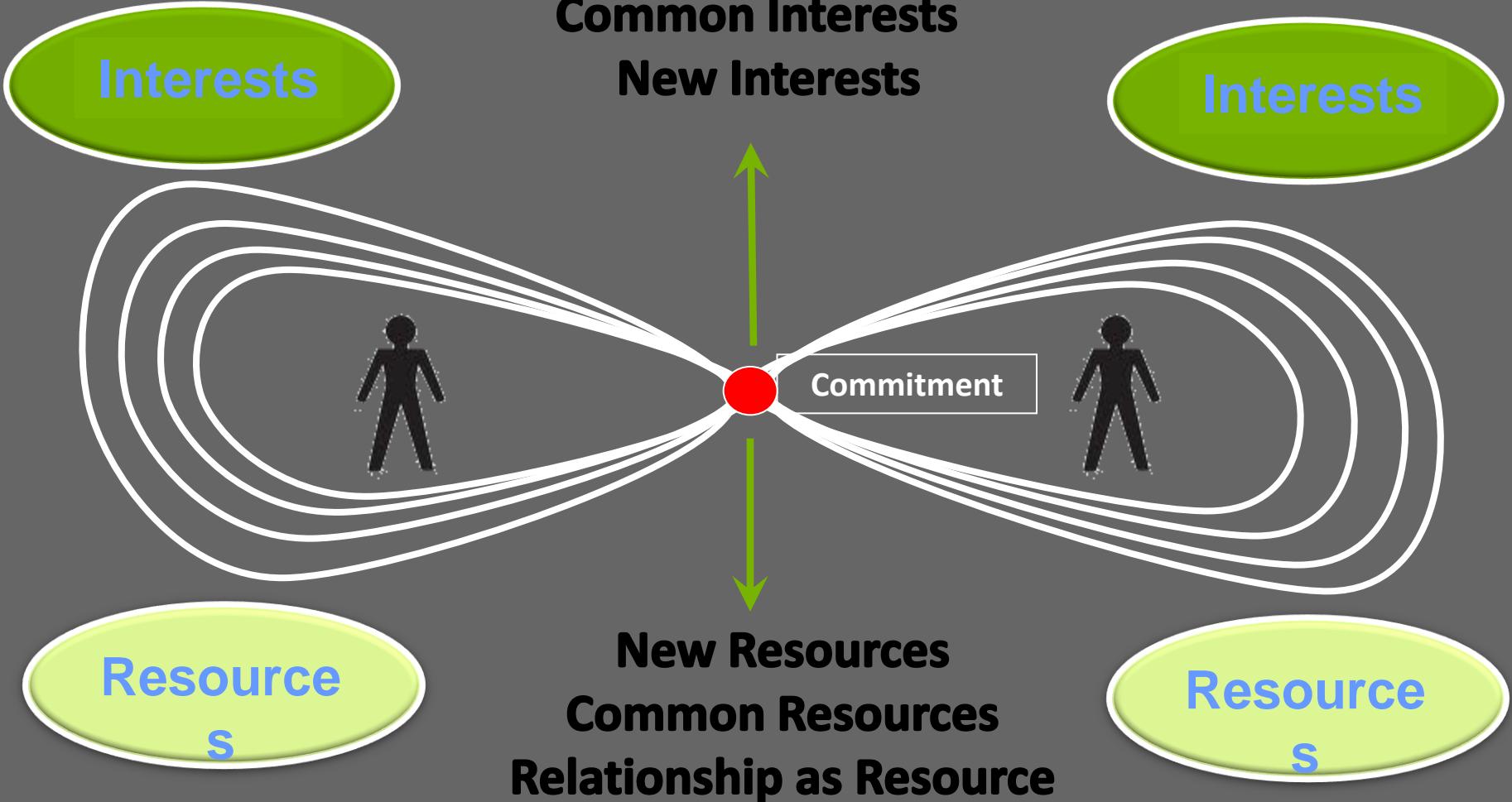
Why might relationships be  
important in helping us to achieve  
less with less?

- Relationship between advisor and client shown to be a key element of successfully helping people into employment
- Pupils who develop positive relationships with teachers go on to achieve better academic results
- Patients who experience a good relationship with healthcare professionals more likely to engage in positive behaviour change

- Information more accurately gathered – problem/issue more correctly identified
- Immediate problems addressed preventing escalation
- Fuller understanding – wider issues are identified
- Both sides more committed and motivated to achieving the outcome & accepting the outcome

# Relationship as Interest

## Common Interests New Interests



# Challenges & tensions

- Skills

- Have we got them? Can we learn them?

- Mutuality

- The exchange goes in both directions

- Conflict

- Can we sustain relationships while making hard financial choices?

- Control

- Managing risk
  - Avoiding instrumentalism