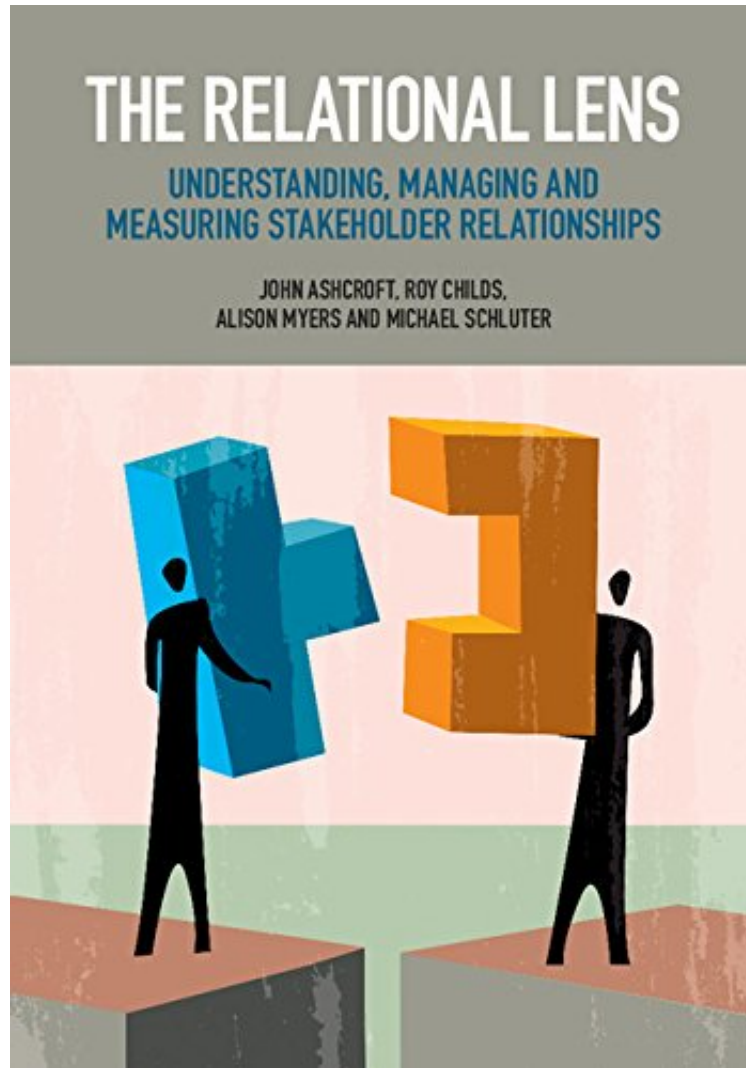


The Relational Lens: Understanding, Managing and Measuring Stakeholder Relationships

John Ashcroft, Roy Childs, Alison Myers, Michael Schluter

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John Ashcroft, Roy Childs, Alison Myers, Michael Schluter : The Relational Lens: Understanding, Managing and Measuring Stakeholder Relationships before purchasing it in order to gage whether or not it would be worth my time, and all praised The Relational Lens: Understanding, Managing and Measuring Stakeholder Relationships:

Drawing on the authors' combined years of experience in both private and public-sector organisations, this practical book highlights the importance of relationship building between individuals, groups and organisations in diverse contexts. It will make a valuable read for business professionals and graduate students in fields as varied as change

management, leadership, organisational psychology, and organisational behaviour. Employing the Relational Proximityreg; framework, it provides tools for informing assessment of the relational impact of policy and management decisions, enabling evaluation of organisational relationships, providing a language for constructive discussion of strained relationships, and integrating a range of models and perspectives within one process. Using real-world case studies and models, the conditions within which people are more likely to form and conduct effective relationships are also examined. This combined approach provides the language and concepts to enable constructive discussion and actionable solutions in building trust and sustainable value.

'What the authors do quite successfully in this volume ... is to explain how components of their relational proximity framework fit together with more ephemeral concepts such as trust, empathy, commitment and respect. This book has been many years in the making but arrives at just the right time.' Vincent Neate, *Social Value and Intangibles About the Author* John Ashcroft is Research Director at the Relationships Foundation and co-author of *Relationships in the NHS* (with Geoffrey Meads, 1999) and *The Case for Interprofessional Collaboration in Health and Social Care* (with Geoffrey Meads, 2005). Roy Childs has worked in organisations at senior levels for more than twenty years focusing on developing capability and building relationships. He is an Associate Fellow of the British Psychological Society and a Chartered Occupational Psychologist. Alison Myers is an experienced consultant, facilitator and trainer. She has been a senior managing consultant with Accenture's Change Management and Human Performance practice and is now an ordained Anglican minister. Michael Schluter is an economist and social entrepreneur who has launched ten not-for-profit organisations and was awarded a CBE in the Queen's New Year's honours in 2009. He co-authored *The R Factor* (with David John Lee, 1993) and *The Relational Manager* (with David John Lee, 2009).