



Principle-based Alliance Management

9 March 2010CO Chapter of ASAP

Topics

- Introduction
 - □ Personal
 - □ Context
 - Strategic Alliances
 - Spirituality
- Two Lines-of-Logic for Spirituality in Alliancing
 - □ Exploring and Extrapolating the Strategic Alliance Manager Role
 - ☐ Focusing on Core and Non-traditional Competencies
- Neutralizing Religious Zealotry with Practical Principles
- □ Transformation via Nontraditional and Counterintuitive Practices

Joe Kittel

biography

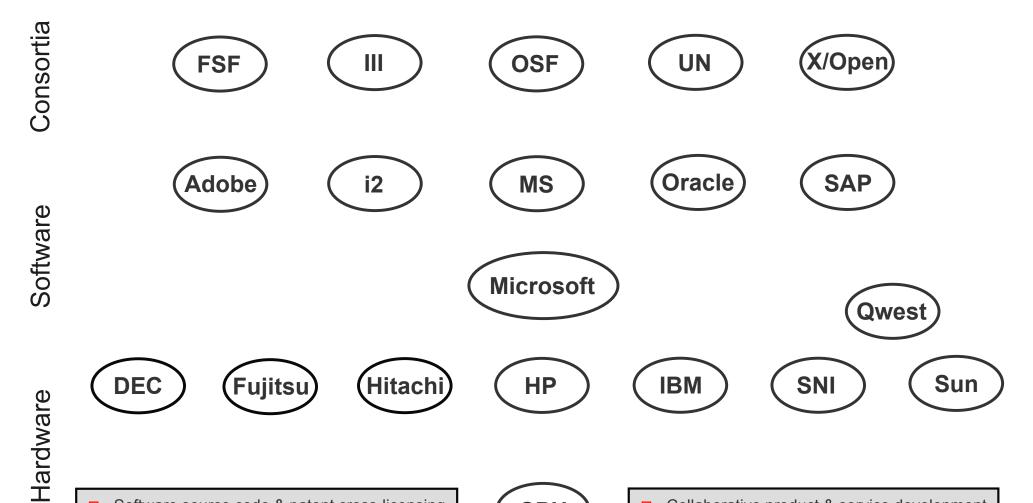
in the midst

Electrical Engineer degree – magna cum laude, quantum electronics 20 years at Hewlett-Packard Software development, telecom industry – business development and sales 16 years as a strategic alliance manager ■ between most of HP's businesses and most high-tech companies nearly every form of alliance ■ focus: long-term value-creation founding member of the board of ASAP **GP&S**, **Inc** – EVP of German-based alliance-oriented consultancy SPiBR.org LLC – consultant and coach to strategic alliance managers **Awards** Two unique Tenacity and Perseverance plaques – from HP VP and HP GM Outstanding Accomplishment plaque from the CEOs of HP and Microsoft Points of Light Foundation / Make A Difference Day awards Book (sold to UN) and whitepaper selected as ASAP Best Practices www.spibr.org/joe kittel.pdf

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strategic alliancing: throughout IT ecosystem, most every form

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- □ Software source code & patent cross-licensing
- Marketing-making and joint-marketing
- □ Solution development & co-selling



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- □ Collaborative product & service development
- □ OEM relationships and R&D outsourcing
- Development of industry standards

Strategic Alliances

the most challenging form of business relationship

Definition:
□ value-creating – more than value-exchange, co-marketing or co-selling
□ long-term – beyond most businesses' planning horizons – forever
Unnatural and impossible work
creating in a fear-dominated scarcity-oriented atmosphere
□ value-creation requires
open trust-filled collaboration
abundance-oriented climate
■ create value → divide it up → create again → repeat ad nauseam
Most alliances fail because businesses fail in relationship
□ a nontraditional business competency, assumed to be easy/given
□ in "relationship" businesses are often unconscious-incompetent
□ a lack of presence – competitive multi-tasking, organizational ADHD

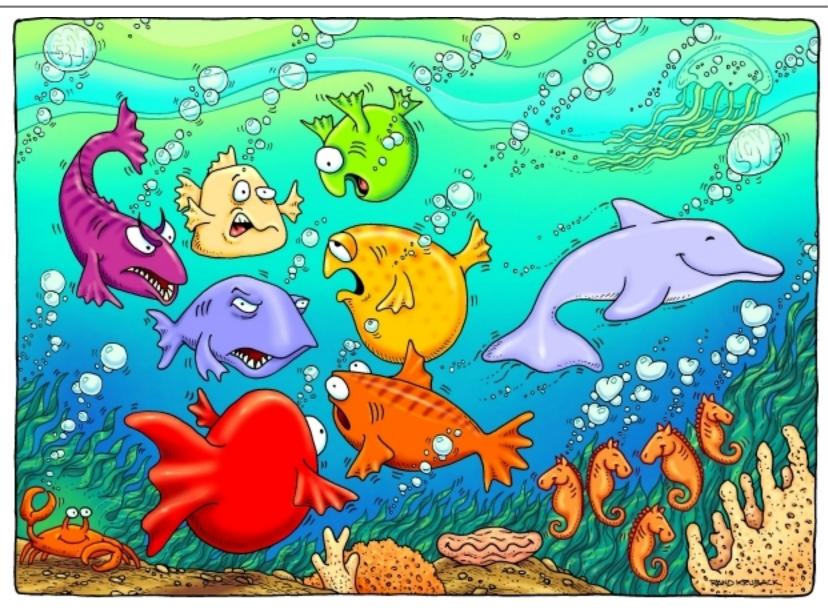
Strategic Alliance Managers ...

- ... do the *Impossible* ...
- □ Gets competitive companies to collaborate
- □ Repeatedly traversing through unnatural and natural phases
- ... with *Nothing* ...
- With insufficient budget and resource
- ... in the Eye of a Hurricane
- □ Too much stuff happening all at once
- Overwhelming and overlapping complexity
- Dysfunctional drama and pervading fear

Spirituality

using "the water" in order to deepen relationship

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Slide 7

Comparison with Traditional Business Roles

subtle but significant differences in value, time and relationship

Traditional Roles	Similarities to Alliance Managers	Differences compared to Alliance Managers	Value-Limiting Impact on an Alliance
Account Management (sales or procurement)	External relationships	Value-exchangeNear-term results	 Overlooks long-term and value-creation Becomes a more tactical relationship
Business Development	Oriented toward value	 Weak in collaborative relationships Near-term results Tangible value 	 Weak in long-term value- creation Becomes a more tactical relationship
Program or Project Management	Can span the entire business	 Scope limited to a program – often time-bound or organizationally-bound Limited experience in external relationships 	 Loss of long-term perspective Missed value-creation opportunities Often weak in collaborative relationship Becomes a more tactical relationship

Comparing Alliance Management to CEO

self-limiting thinking

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Comparing the CEO and Alliance Management Roles		
Similarities	Differences	
 Both span entire lifecycle – from 	 CEO has control over significant budget and resource 	 Alliance Manager has insufficient budget and resource
R&D-to-Sales, plus Legal and Finance	CEO tends to be more focused on near-term tangible value	 Alliance Manager considers near- and long-term, tangible and intangible forms of value
 Both are oriented toward creating incremental value 	 CEO has direct decision-making authority 	 Alliance Manager mostly influences decisions
for the business	CEO has more formal power	 Alliance Manager has informal power – subtle persuasion
Conclusions		

Conclusions

- By comparing ourselves to a CEO, we end up *limiting our own thinking*, we miss out on the:
 - opportunity to tenaciously focus on *only* the *core* in self and *nontraditional* in business,
 - necessitated-opportunity to focus on attitude and mindset to deepen relationship, and
 - expansion of our informal power via the vast nontraditional means at our disposal.

Alliance Managers as Agents of Change

a progressive evolution toward being transformational

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A	ssessment Struct	ured Control Escalation	on
	Fact-based	Authority-based	
nce	 Behaviors we embody: Arguments of rational persuasion Be an expert with all the necessary facts and knowledge Lead sufficiently detailed analysis in preparation for discussion and negotiation Instruct, inform, teach 	legitimize directives - Assure compliance via performance-based	Pre
Diligence	Transformational	Relationship-based	S
Due	 Our embodiment: Transform self – embrace hypocrisy, spiritual boldness, lead by being Productive community, transcends external sanctions, disrupts systems (as needed) Collective awareness of and surrender to emergent reality - "something going on" 	 Behaviors we embody: Open all-inclusive and clear dialogue fostered in a supportive environment Healthy nonjudgmental confrontation to resolve important and difficult issues Interpersonal cohesion – feeling "part of" Strong emphasis on win/win relationship 	ervation
Т	railblaze Transf	orm & Renew Negotiatio	on

Ref: Change the World: how ordinary people accomplish extraordinary results by Robert E. Quinn

Who Do You Think You Are?

in the midst

Strategic Alliance Manager		
Is	Is not	
 About value-creation in all its forms. 	Just about the exchange of tangible value.	
Both long-term and near-term oriented.	 Focused just on near-term results. 	
 A negotiator – always leading open, high- trust, value-discovering discussions. 	 Primarily an account manager, business development manager or program manager. 	
 Like a mini-CEO – using nontraditional competencies, informal power, virtual pervasiveness and self-obsolescence (ideas). 	 Addicted to being a drama queen, complexity king, fear-monger or information-hoarder – there is never a 	
 An agent of change and growth – beginning with self, playing various agent types. 	rational reason for behaving like this; there is a better way of life.	
 A creator – a loving, divinely inspired and inspiring, value-creating being. 	Always a gatekeeper, dictator, executive liaison, escalation manager or schmoozing	
 The embodiment of value – always, with everyone, everywhere, giving and serving. 	drone – sometimes we may need to play some of these roles, but not always.	

An empowering value-creator with a timeless perspective.

Sacred Negotiations

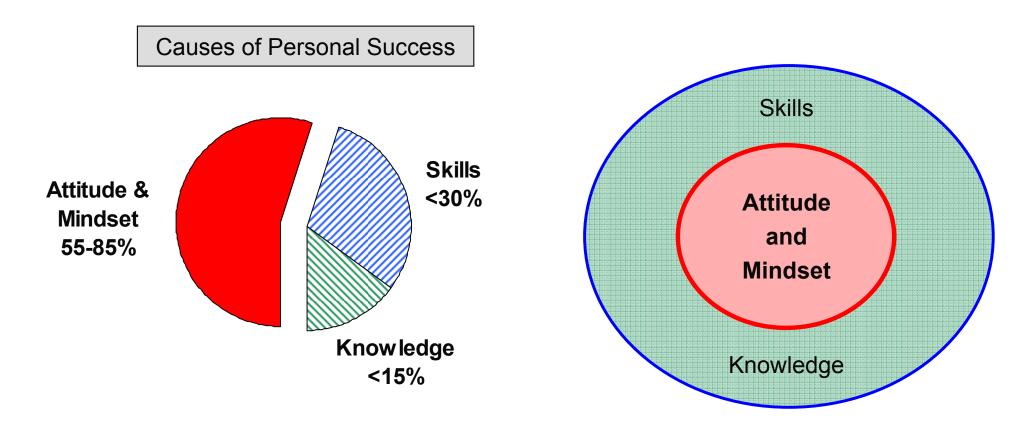
a thought exercise

lm	Imagine negotiating with your greatest spiritual teacher?		
	How would you prepare?		
	☐ On what topics and issues would you focus before the meeting?		
	In the meeting would you be multi-tasking or fully present?		
	□ Would they be intently present, listening deeply to you?		
	What would the conversation in the meeting be like?		
	□ Would the discussions be intense and focused on core issues?		
	☐ Would you ask "Whose side are you on?" if they 'argue' for you?		
	What would the results look like?		
	□ Would the outcome be balanced and fair?		
	☐ Would the results be creative, and would they stand the test of time?		
	How would you feel after the meeting?		
	□ Would it be a good meeting or a great meeting? Why?		

Focus ...

... on your most challenging and most rewarding cause

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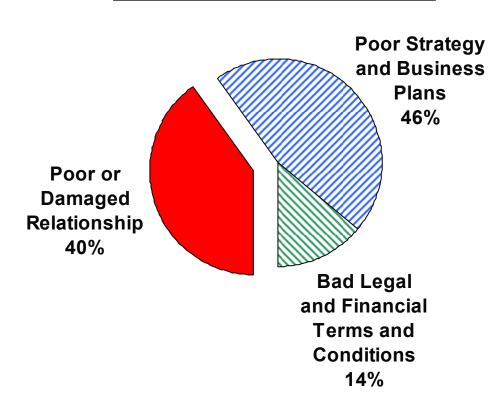
Ref: *The Psychology of Success* by Dobbins, Richard, Pettman, Barrie O from the Society for Human Resource Management. "Knowledge and skills account for 15% of all the success you will ever enjoy."

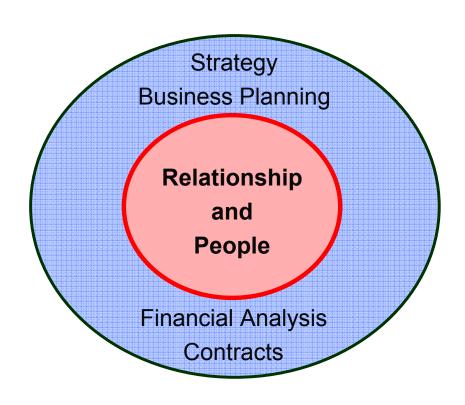
Focus ...

... where others in the organization cannot / will not focus

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Causes of Alliance Failure

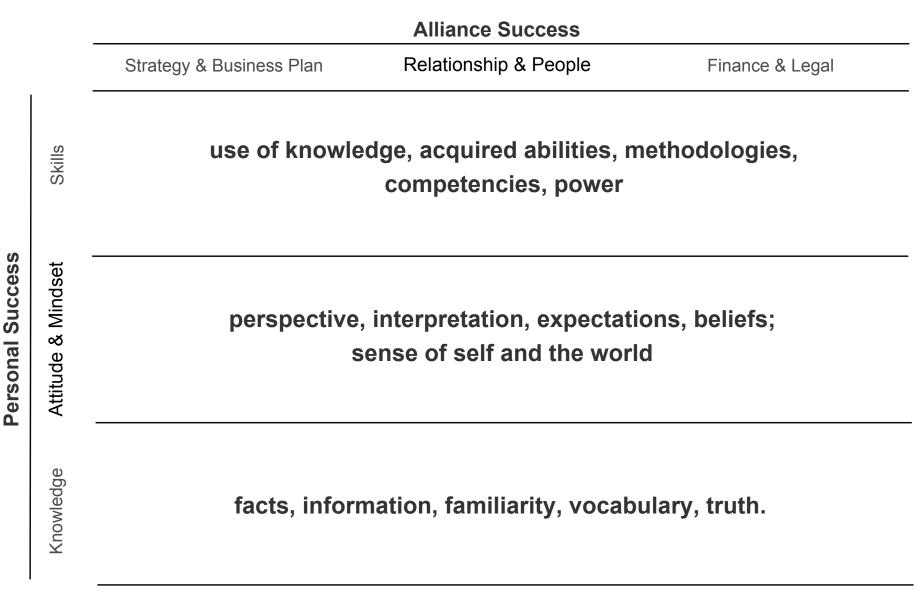




Ref: *Managing Alliances for Business Results: Lessons Learned from Leading Companies* by Jeff Weiss, Sara Keen and Stuart Kliman, Vantage Partners LLC. 2006 report on three years of research of over 100 alliance managers and executives representing 93 companies in a broad range of industries.

Personal Development

the framework for alliance development



Knowledge

Personal Success

facts, information, familiarity, vocabulary, truth

in the midst

Alliance Success Strategy & Business Plan Relationship & People Finance & Legal use of knowledge, acquired abilities, methodologies, Skills competencies, power Attitude & Mindset perspective, interpretation, expectations, beliefs; sense of self and the world know & be true to self financial terms good business plans both sides' strategy, legal terms & issues know both companies' Knowledge organizational & customers, ecosystem, regulatory issues technology ...trends ... cultural differences use of formal vs. linkages between sources of power informal agreements alliance & corporation

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Skills

use of knowledge, abilities, methodologies, competencies

Alliance Success Strategy & Business Plan Relationship & People Finance & Legal tactful due diligence Δ intangible \rightarrow tangible holistic listening link alliance to corp. embrace differences alliancize others to value Skills alliance & relationship implement alliance plan nontraditional skills use of informal teaming relationship metrics empathetic rapport documents & formal alliancize planners helping others "get it" legal contracts Attitude & Mindset perspective, interpretation, expectations, beliefs; sense of self and the world know & be true to self financial terms good business plans legal terms & issues Knowledge both sides' strategies, know both companies' customers, ecosystem, organizational & regulatory issues technology ...trends ... cultural differences use of formal vs. linkages between sources of power informal agreements alliance & corporation

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Personal Success

Focus ...

... on the core in self ... on the nontraditional in alliance

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Alliance Success

Strategy & Business Plan

- tactful due diligence
- □ link alliance to corp.
- □ implement alliance plan
- relationship metrics
- alliancize planners

Relationship & People

- holistic listening
- □ embrace differences
- nontraditional skills
- empathetic rapport
- helping others "get it"

Finance & Legal

- \Box Δ intangible \Rightarrow tangible
- alliancize others to value alliance & relationship
- use of informal teaming documents & formal legal contracts

Attitude & Mindset

Skills

- collaborate w/planners
- sees plans providing "vision" & meaning
- "part of" but with unique perspectives

- enthused by challenge
- perceive others as self
- □ a timeless presence
- creatively mindful
- □ focused on goodness

- respect for financial analysts & lawyers
- sees legal protection & financial "lifeblood"
- be patient & persistent

good business plans

- both sides' strategies, customers, ecosystem, technology ...trends ...
- □ linkages between alliance & corporation

- □ know & be true to self
- know both companies' organizational & cultural differences
- sources of power

- financial terms
- □ legal terms & issues
- regulatory issues
- use of formal vs.informal agreements

Personal Success

Knowledge

Our Foci

- #1 improve attitude and mindset in order to deepen relationship;
- #2 relationship-ize others and alliance-ize their work

in the midst **Financial Analysis Marketing & Sales Relationship-ize others:** teach relationship skills & knowledge **Improve** attitude & mindset in order to deepen relationship Alliance-ize others' work: strategic business plans, finance Strategic Planning **Legal & Contracts** & contracts

Changing Attitude and Mindset In Order To Deepen Relationship

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The practical use of spirituality, religion and philosophy.

"Your daily life is your temple and your religion. Whenever you enter into it take with you your all."

- The Prophet by Kahlil Gibran

Assessing and Changing Attitude and Mindset

changing perspective toward self, others and the universe

in the midst

- Good books
- Reflection and meditation
- With self-confidants trusted others
- Personality inventories
- Self-assessments
- □ Formal performance feedback look at core issues
- □ Informal feedback from others seek, continually ask
- Now Discover Your Strengths by Buckingham & Clifton
 - □ <u>www.StrengthsFinder.com</u>

"Embrace the hypocritical self. Be the change. Be the metaphor."

Change the World by Robert E. Quinn

Practical Spirituality Deepens Relationship

suggested principles and practices

in the midst

- **Principles** thoughts
- Oneness
- □ Now
- We Are Divine
- We Create
- Love

www.spibr.org/simple truths

- **Practices** authentic behaviors
- Presence and Awareness
- Being Confrontational
- □ Focusing Collective Attention on Value
 - □ the 2-Slide Methodology TM
- Negotiating Beyond Mere Win/Win
- <u>s</u>elf-Obsolescence
- Be an Illuminating Mirror
- Transforming an Alliance into a Productive Community
- Be the Metaphor for Metamorphosis
- It's all about Relationship

Self-Obsolescence

embody value, then empower to be empowered

Ideas are the currency in an alliance
□ value is created when ideas freely flow
□ share everything, barring areas of protected IP
Shared ideas grow
□ knowledge is power
when shared it grows – when horded it decays
$\hfill \square$ when we empower others, they are naturally compelled to empower us
they give back additional ideas, insight and wisdom
based on trust-filled sharing our presence is extended and our power grows
Career development coaching – consciously 'obsolete yourself'
□ give away your greatest ideas, mindful of the audience's receptivity
□ ask yourself, "What can I do or say so they no longer <i>need</i> me?"
Q: Wow! If they don't need me, what will become of my role?
□ try it out over time do you gain wisdom, power and presence?

The Alliance's Creator

our impact on value-creation

- □ Omnipotence power and resources
 - ☐ **formal power** finite
 - ☐ **informal power** infinite
 - derived from the impact our ideas have on others
- Omnipresence presence and influence
 - □ **physical presence** finite; if we strive for this we stifle the flow of ideas
 - □ **virtual presence** infinite
 - derived from the pervasion of our ideas throughout the alliance
- □ Omniscience ideas and wisdom
 - □ we are expected to be all-knowing the single-point of knowingness
 - what is the value of this alliance?
 - what are the issues and challenges?
 - how can we work better together?
 - □ be all-sharing self-obsolescence, pervasively embody empowerment

Redefining the Strategic Alliance Manager

Transforming Business Relationships Seminar (in 2010)

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The Strategic Alliance Manager is an Alchemist

She/He transforms what has been separate into a new whole:

- Organizational and Cultural/Climactic Differences the chasm, the biggest and most ignored value-creating impediment
- □ Strategies and Technologies chasms hiding opportunity
- □ **Forms of Value** focus on joint intangible and longer-term forms

 An alliance based only on money will never intentionally create any value
- Marketplaces and Customers collaborative harvesting
- Processes integrating processes is necessary but insufficient

The Alchemist's Toolbox

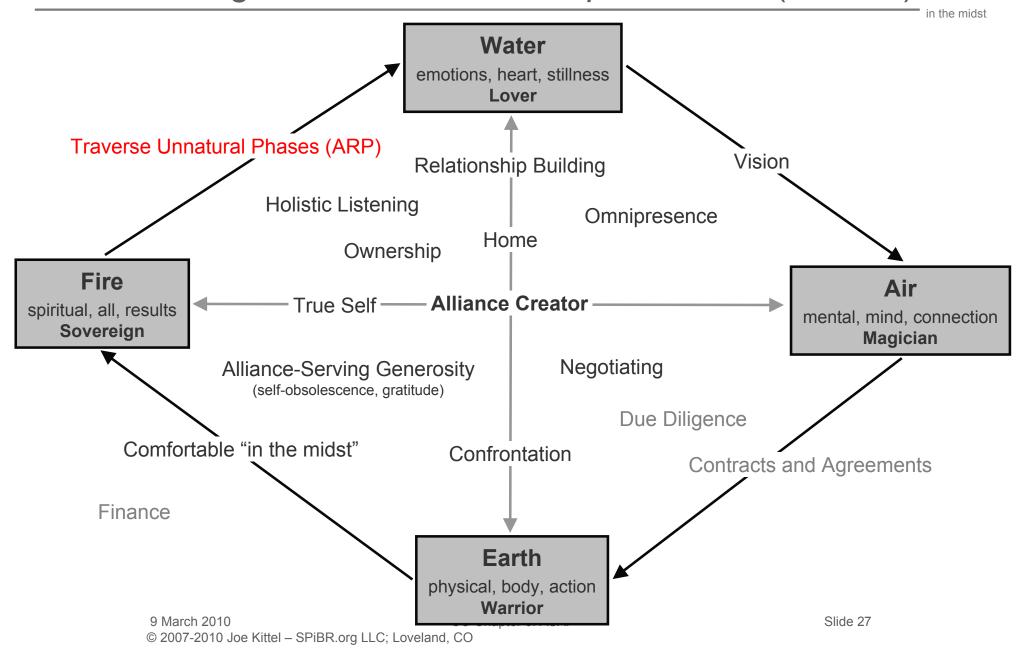
Transforming Business Relationships Seminar (in 2010)

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True Self – inner truth and purpose in life; presence and awareness Virtual Omnipresence – bumblebee, going anywhere to create value **Bold Confrontation** – seeks opportunities to jointly-face the most vexing challenges, knowing they hide insights and opportunities Ownership – adaptive and flexible, does whatever it takes **Pragmatic Vision** – clear and powerful purpose, inspirational **Relationship Building** – holistic and deep listening, connections **self-Obsolescence** – freely gives knowledge and ideas, attracts knowledge and ideas, increases presence and power, true Self **Home Building** – a place of growth, a place of high-trust and safety Comfortable "In the Midst" – between companies, people and ideas A Creator – sharing and applying creative processes and forces; using and being used by the creative field in an alliance

The Four Creative Forces of Alliancing Alchemy

Transforming Business Relationships Seminar (in 2010)



Follow-up

in the midst

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Backup Slides

References

- □ Simply Focus on Incremental Value and Value-Impediments: transforming a strategic alliance through simplicity (2-Slide Methodology™)
 □ www.spibr.org/2-slide methodology.pdf
 □ The Role of Strategic Alliance Manager: a unique, holistic and empowering perspective (3x3 Role Methodology™)
 □ www.spibr.org/strategic alliance mgmt.pdf
 □ Building Trust in Strategic Alliances: enabling greater value
 □ www.spibr.org/Building trust and value in alliances.pdf
 □ Change The World: how ordinary people can accomplish extraordinary results by Robert E. Quinn
- □ Simple Rules for Making Alliances Work by Jonathan Hughes and Jeff Weiss; Harvard Business Review, November 2007
- □ Spiritual Principles in Strategic Alliances: be the metaphor for metamorphosis; transform status quo mediocrity into greatness
 - □ available at <u>www.spibr.org</u> in e-book or hardcopy format

Unhealthy and Value-Limiting Behaviors

the role of alliance manager is not about ...

in the midst

Unhealthy Behaviors

- Drama Queen distracted by problems, emotionally draining
- □ Complexity King obscures self and promotes job via complexity
- □ **Fear-monger** counteracts collaboration, sours the climate
- □ Information-hoarder stifles flow of ideas and value-creation

Value-stifling Behaviors

- □ Gatekeeper restricts idea flow and reduces value-creation
- □ **Dictator** demoralizes people, the source of ideas
- Executive Liaison assumes only top-down; ignores "worker bees"
- Escalation Manager problem-oriented vs. solution-/value-oriented
- □ Schmoozing Drone waiting for a once-in-a-lifetime opportunity
- □ Organizational Concierge reactive not proactive focus on value

How helpful are any of these behaviors in value-creation work?

Alliancing Knowledge

facts, information, familiarity, vocabulary - <15% of success

in the mids

Financial terms Competitors Legal contractual terms **Technical services and support** Strategic analysis and plans **Corporate strategy Customers and markets** Alliance role-mapping Regulatory and anti-trust issues **Products** Global trends **Business plans Alliance maturity lifecycle Decision-making processes** Metrics and measures Business ecosystems and value networks Key legal terms and conditions **Technologies and trends Use of teaming agreements Corporate cultures Organizational structures Business systems** Alliance governance

Alliancing Skills

use of knowledge, abilities, methodologies - <30% of success

- Negotiating skills
- □ Financial analysis skills
- □ Relationship skills
- □ Tactful due diligence of partner
- Time management skills
- Healthy confrontation
- Strategic planning skills
- Sales and marketing skills
- Metrics development and tracking – esp. long-term and intangible forms of value
- □ Use of informal teaming agreements living documents
- Linking alliance strategy to/from corporate strategy

- Use of alliance and business management systems
- □ Communications all types
- □ Conflict resolution processes
- □ IP management and protection
- □ Use of formal legal contracts esp. when *not* to use them
- Holistic listening skills full presence and awareness
- □ Ability to teach and enable
- Buy-in and alignment skills
- Program management
- Business planning
- □ Counterintuitive alliancing skills

Alliancing Attitude and Mindset

perspective, belief, sense of self/world – <55-85% of success

- Mindful, present and aware
- Chooses to always see good
- Open and collaborative with all
- Respects those in traditional work: legal, finance & planning
- Perceives legal as protectors
- Perceives finance as providing the business's lifeblood
- Perceives strategic business plans as vision and purpose
- Perceives the alliance as one team, all on the same side
- □ Sees alliance as "part of"
- □ Visionary future-looking, sees big long-term picture

- □ Optimistic and positive outlook
- Trusting and trustful
- Sees and shares perspectives
- Perceives others respectfully
- □ Creative seeing and sharing fresh, bold new ideas
- □ Assertive-niceness both "good cop and bad cop"
- Enthused by challenge;persistent and tenacious
- A timelessness of perspective sees interconnectedness of events; patient and persistent
- □ An empathetic hard-driver

Two Thought-systems

in each instant of time

in the midst

Two Thoughts-systems

□ Subtly similar – simply different
 □ Ego-based – grounded in fear and a sense of separation
 ■ leading to projection and making things happen
 □ Spirit-based – grounded in love and a sense of connectedness
 ■ leading to extension and creating things
 □ In each instant of time, we choose one or the other, no between
 □ Thoughts chosen directly affect relations' depth and openness
 □ With others
 □ With higher power, God, universe, nature, infinite, One Mind
 □ With self – just who do we think we are?

Oneness

no separation, no duality of thoughts & ideas

in the midst

Love – Spirit	Fear – Ego
Treating others as self – one.	Treating others as others – separate.
We are on the same team. Life is a "we thing."	A team is disparate individuals. Life is a "me vs. you thing."
You can hear the 'voice' of an organization by openly listening to all.	Understanding senior management's views is enough.
Living a life of wholeness & integrity. Embracing hypocrisies – open honesty.	Living a compartmentalized life. Hiding lacks of integrity – keeping secrets.
Seeing interconnectedness in events.	Biased toward analyzing into minute detail.
Focused on our commonalities; realizing that judging is impossible & damages all.	Focused on our differences; logically leading to the need to judge.

Thought-provoking questions

- How do universally-accepted truths such as the Golden Rule or Karma actually work?
- □ How is it that the teacher often learns more than the student?
- □ How can it be that when we give our greatest possessions they come back, with gain?
- What is the connection between how I view self and others? Are there secrets?

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Now

be fully present in each instant in time, the eternal now

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Love – Spirit	Fear – Ego
Being fully present – here & now.	Distracted by past or future – not present.
Meditative work – 'in the zone.'	"Once XYZ happens, then I will be OK."
Either honestly present or gone.	Multi-tasking (living a 'lie') – e-mail in mtgs.
Fully accepts the "is-ness" of a situation, only then takes the 'next right step.'	Cannot accept a 'bad' situation – "this is wrong, I must immediately change it."
Timeless perspective – extracts time out of past events – drives toward end-state vision. Patient & persistent.	Timed perspective – sees present moment only through the lens of the past or future. Impatient.
Comfortable being alone – in a quiet room – with just your thoughts.	Always needing some thing or some one – music, 'white noise' or someone else.
Thought-provoking questions	

Thought-provoking questions

- □ Why are we most productive, effective and creative in-the-moment?
- □ Why is it best to be emotionally detached from past problems and future fears?
- □ Why is it that only in-the-moment we can really change and truly grow?

Our Divine Nature

see the greatness in our core, in all of us, in everything

in the midst

Love – Spirit	Fear – Ego
Others are good – trying to do right.	Others can't be trusted – trying to 'get me.'
At my core I am good. There is nothing to fear within.	I cannot go within – it's dark & bad in there. If people knew me they would run & hide.
Ultimately we are all indestructible spirits.	Survival is precarious – I am always at risk.
We are more powerful than we imagine.	I'm a 'screw up' & I can't count on you.
'No deal' may be a 'good deal.'	Every deal is 'must win' – for my survival.
Growth comes from focusing on the good & strengths. Growth is inevitable.	Growth comes from focusing on problems & weaknesses. I must make growth occur.

Thought-provoking questions

- □ Why do relationships authentically vary based on how we choose to view others?
- □ Why is our most authentic, value-producing behavior derived from an assumption that even 'problems' can bring great blessings into our lives?
- □ What is more effective weakness-based or strength-based personal development?

We Create

based on the thoughts we choose, our focused attention

Love – Spirit	Fear – Ego
We create 'perfectly' based on the <i>thoughts</i> & perspectives we choose to hold.	What I think doesn't matter; it's what I do that counts.
Our attention is our 'light' – where & how we choose to focus it causes growth.	Life is what happens to me – 'the human condition.' Life is chaotic – deal with it.
Choose to see only the good – in others, in events.	Finding fault, to help others improve.
Thinking about and pointing out the goodness in everyone & everything is best.	Someone needs to point out 'areas for improvement', that is my role in life.
Thought-provoking questions	

- □ Have you ever noticed that what you look for (what you expect) happens?
- □ Why does the perspective we choose when looking at others directly affect them?
- □ How often are we truly aware of our thoughts? Are we awake?
- □ If our thoughts frequently occur without our real awareness, is it any wonder our lives often seem out-of-control and chaotic?

Love

universal force countering entropy: joy, inspiration, growth,

in the mids

Love – Spirit	Fear – Ego
Realizing <i>it</i> is within us, amongst us, between us and it <i>is</i> us.	The absence of love. Fear of: failure, success, greatness, abundance, others,
Inspiration, enthusiasm, creativity, purpose, joy, abundance, beauty,	Fear's derived feelings: worry, anger, sadness, depression, hatred.
Acceptance.	Judgment.
Connectedness.	Separation.

Thought-provoking questions

- ☐ Are you awake? Do you see what's happening around, within and amongst us?
- □ What is your fundamental perspective on self, life, others, the world?
- □ How are 'things' (people, situations, ideas, etc.) actually interconnected?
- □ Could it be that loving thoughts are what connect us?
- □ Are loveless, fearful thoughts *projected* onto others & events, not extended?