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COURSE BROCHURE

Business Relationship Management for Shared Services Training Course

3 – 7 October 2027
Muscat

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Registered in the United Kingdom and Saudi Arabia

Business Relationship Management for Shared Services Training Course

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Business Relationship Management for Shared Services is a 1-week training course for relationship managers and leaders of finance, HR, procurement and IT shared-service centres, built around a Business Partner Engagement Charter agreed with one internal client unit. Shared-service centres are judged less on cost per transaction and more on the outcomes they help business units reach. Jupiter Prime Training offers this course in business relationship management for shared services.

Why Business Relationship Management for Shared Services Matters Now

Three pressures reshape how shared-service centres relate to the units they serve. Automation of routine processing moves the centre's contribution from transactions to advice. Business unit heads compare internal services with outsourced alternatives and expect clear evidence of benefit. Finance leaders want service charges linked to outcomes rather than headcount. Centres that build trusted partnerships shape requests early, avoid duplicated effort and earn a seat in planning conversations. Centres that stay order-takers face shadow teams, disputed recharges and steady pressure to outsource.

Who Gains Most from Business Relationship Management for Shared Services

- Relationship owners who represent a shared-service centre to one or more business units
- Heads of finance, HR or procurement service lines who negotiate scope and service levels
- IT and digital service leads who translate unit priorities into service requests
- Service-centre managers who report benefits and recharges to internal clients
- Transformation leads who move centres from transactional to advisory partnering

Leadership groups of a single shared-service centre gain most when several members attend together.

Business Relationship Management for Shared Services Capabilities

Participants turn the relationship between a service centre and its internal clients into a structured, measurable partnership.

- Assess the maturity of each internal client relationship — partnering priorities for the centre
- Shape incoming requests before they become commitments — unit heads and service-line owners
- Build a benefits register that links services to unit outcomes — finance and recharge decisions
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Lead service portfolio conversations with unit leadership — investment and retirement choices
- Design a client engagement rhythm across service lines — centre leadership and client sponsors
- Communicate service benefits in the language of each unit — executive sponsors and boards

Key Business Relationship Management for Shared Services Terms

- Business relationship manager — the named owner of the partnership between a service provider and an internal client unit.
- Demand shaping — influencing what a business unit asks for so requests match the outcomes it needs and the capacity available.
- Value realisation — tracking whether a delivered service actually produces the benefit the client unit expected.
- Service portfolio — the full set of services a centre offers, plans or retires, viewed as an investment decision.
- Relationship maturity — the stage a partnership has reached, from order-taking through trusted service to strategic partner.
- Service recharge — the internal charge a business unit pays for shared services, ideally tied to usage and outcomes.

Business Relationship Management for Shared Services Day by Day

Day 1: The Shared-Service Partnering Context

- Shared-Service Operating Models — Where the Relationship Role Sits
- Internal Client Segmentation — Choosing Which Units Need a Dedicated Partner
- Relationship Maturity Ladder — Order-Taker, Service Provider and Strategic Partner
- Client Expectation Interviews — Surfacing Unstated Needs and Frustrations
- Outsourcing Comparison Pressure — Framing the Centre's Distinct Contribution

Day 2: Shaping Demand With Business Units

- Request Intake Conversations — Separating the Ask From the Underlying Need
- Unit Business Plan Mapping — Anticipating Service Needs Ahead of Requests
- Option Framing for Clients — Standard, Configured or New Service
- Capacity Trade-Off Dialogues — Saying Not Yet Without Losing Trust
- Joint Priority Boards — Agreeing Sequence Across Competing Units

Day 3: Realising and Evidencing Value

- Benefits Register — Linking Each Service to a Unit Outcome
- Outcome-Based Service Levels — Moving Beyond Turnaround Metrics
- Recharge Transparency Models — Explaining What Units Pay For
- Post-Implementation Benefit Checks — Confirming Expected Gains Arrived
- Value Stories for Sponsors — Turning Measures Into Executive Messages

Day 4: Portfolio Conversations and Executive Influence

- Service Portfolio Heatmap — Investing, Sustaining or Retiring Services
- Quarterly Client Reviews — Structuring Agenda, Evidence and Commitments
- Executive Sponsor Mapping — Building Influence Beyond the Day-to-Day Contact
- Conflict and Escalation Paths — Resolving Disputes Over Scope and Charges
- Client Satisfaction Pulse — Reading Sentiment Between Formal Reviews

Day 5: Practising the Business Partner Engagement Charter

- Finance Shared-Service Case — Applying Maturity and Demand Shaping Together
- Healthcare Group HR Centre Case — Rebuilding Trust After Service Failure
- Portfolio Conversation Role-Play — Leading a Unit Leadership Session
- Engagement Rhythm Design — Setting Cadence Across Service Lines
- Business Partner Engagement Charter — Completing the Agreement With One Unit

Applying Business Relationship Management for Shared Services After the Course

- Score each internal client on the relationship maturity ladder and choose two units for dedicated partnering.
- Open a benefits register for one high-profile service and present its first value story at the next client review.

Business Relationship Management for Shared Services Questions FAQ

What is business relationship management for shared services and why does it matter now?

Business relationship management for shared services is the discipline of running each internal client relationship as a partnership. It matters now because automation and outsourcing comparisons push centres to prove outcomes, not only process transactions.

Which roles gain most from business relationship management for shared services?

Relationship owners, service-line heads and centre managers in finance, HR, procurement and IT shared services gain most. Leadership groups of one centre benefit further when they attend together.

How does business relationship management for shared services differ from an IT demand management course?

It covers partnering across every shared-service line, not technology demand alone. The focus is maturity, benefits evidence, recharges and executive conversations rather than forecasting and capacity planning.

What do you bring back from business relationship management for shared services?

You bring back an engagement charter agreed in draft with one internal client. You also bring a maturity score for each unit.

Business Relationship Management for Shared Services: The Way Forward

The Business Partner Engagement Charter sets out what a shared-service centre and one business unit expect of each other. Its first use is agreeing which requests the unit will shape jointly with the centre next quarter. Relationship owners and unit sponsors hold it, and it is worth revisiting after the first client review to test whether benefits evidence changed the conversation.