



**From common sense to common
practice.**

Putting relationships first.



Increased adherence to medication
and non-pharmaceutical interventions

80% improved blood sugar control for
type 2 diabetes

Improved quality of end of life care

Improved pain management

More likely to survive a heart attack

Positive relationships are essential to
human well-being

From 55,000 global respondents, 1 in 3
reported often feeling lonely

Loneliness is a bigger risk to life than
smoking, obesity and physical inactivity

Loneliness in the U.K. estimated to cost
£2.5 billion annually (health and lost
productivity)





Survival

Towns with more social connection suffered fewer fatalities from the 2011 tsunami 1:10.
More significant than height of the sea wall, or the wave.

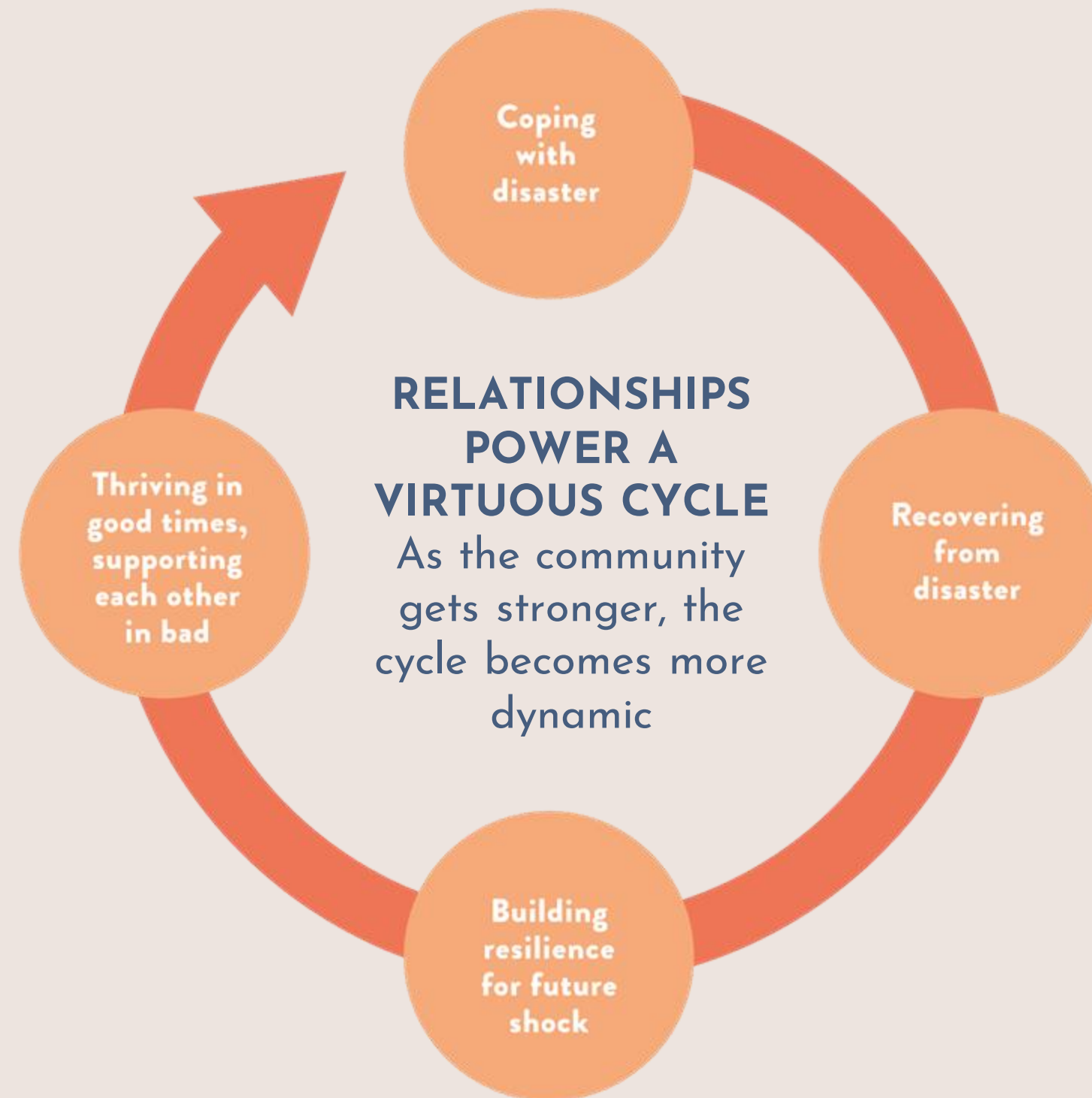
Aldrich, D.P. and Sawada, Y., 2015. The physical and social determinants of mortality in the 3.11 tsunami. *Social Science & Medicine*, 124, pp.66-75.



Recovery

“Recovery from natural and other disasters does not depend on the overall amount of aid received nor on the amount of damage done by the disaster; instead, social capital - the bonds which tie citizens together - functions as the main engine of long-term recovery.”

Fixing Recovery: Social Capital in Post-Crisis Resilience
Daniel P. Aldrich Journal of Homeland Security, June 2010



Resourceful communities are ready for everything



Ready to cope with
adversity



Ready to seize
opportunity

An abstract background featuring a large magnifying glass with a dark blue frame and handle. The lens is positioned over a light blue area. To the left of the lens is a red circle, and to the right is an orange circle. The background is composed of various geometric shapes and colors, including a large orange triangle, a white triangle, a red square, and a blue square. The text "A shift in focus" is centered within the magnifying glass lens.


A shift in focus

First...

How would your place change if relationships were the first mile? ie What would we do differently?

And then...

What other relationships need to work well for our place to change? ie Who else do we need to get on board?



The organisational conditions:
The wider conditions which either liberate
or obstruct RCP

The knowledge and skills:
The capabilities that are needed to help us
to build good relationships in different
situations

The behaviours:
The things we do and the ways that we
behave which nurture good relationships

The principles:
The values based ideas that
underpin RCP



Empathy

How

Agency

What

GOOD...

TRANSACTIONS

RELATIONSHIPS

STANDARDISED

EFFICIENT

TIME BOUND

FAIR

TRUSTING

RECIPROCAL

RELIABLE

UNIQUE

ORGANIC

EMPATHETIC

SUSTAINED

**SUITABLE FOR SIMPLE
TASKS**

**REQUIRED FOR COMPLEX
CHALLENGES**

Difficult conversations and wholehearted listening

Enemy Thinking

Judgement
Blame
Labels
No choice
Demand

Ask questions to ensure we
understand meaning

eyes - behaviour
head - needs
heart - values and emotions

Ask about experiences and be
curious about different
perspectives

Relationship and goal

Building bridges instead of walls



The Bridge Builders' Handbook

A guide to thinking like a mediator and
building bridges in your community

Difference is strength

Disagreement is potential

Avoid enemy thinking

Search for shared goals

The Relationships Navigator

A simple tool to help you assess how closely your practice aligns with the principles for flourishing communities, outlined in [The Relationships Framework](#)





THANK YOU

KEEP IN TOUCH

WWW.RELATIONSHIPSPROJECT.ORG

@RSHIPS_PRJCT

@AFTERDISASTER

NEIL.DENTON@DURHAM.AC.UK



**RELATIONSHIPS
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