

## What is a Partner?

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*July 12, 2004* - For years, insurers and repairers have used the word “partner” interchangeably when referring to the other. Especially those involved in direct repair programs (DRP). Unfortunately, it is a word that is sometimes used inappropriately as a partner is defined as a relationship between individuals or groups that is characterized by ***mutual cooperation*** and ***responsibility***, as for the achievement of a **specified goal**.

Although many have characterized themselves as partners, as the old adage goes, actions speak louder than words. Hopefully, the following list should serve as a friendly reminder as to some of the things one should or should not expect of a partner.

- 1.) Trust is earned. If you don't trust your partner, you may have the wrong partner.
- 2.) A dictator is ***NOT*** a partner
- 3.) Addressing their concerns is ***as important*** as listening to them.
- 4.) Demanding or requiring change to meet your own needs breeds resentment.
- 5.) Do not ask for more than you are willing to give or do yourself.
- 6.) Fraud and deceit is a “Lose- Lose”.
- 7.) Ultimatums and threats do not work to anyone's advantage.
- 8.) When dealing with adversity, “unity” prevails.
- 9.) Compromising is an absolute requirement.
- 10.) Both parties are entitled to and must be able to earn a reasonable profit.

As you can see, being a partner requires much more than simply professing it. The Society of Collision Repair Specialists (SCRS) has spent over 20 years working together with our partners for the betterment of the collision repair industry. We believe, “Working Together Is The Most Important Work We Do,” and it is a motto we live by.

I hope it is a motto you practice with your partner(s) as you strive to achieve your **specified goal**; taking care of the customer, the vehicle owner.

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