

CONTENTS

List of Figures	<i>page</i> vi
List of Tables	vii
Foreword by Vincent Neate	ix
Foreword by Paul Druckman	xi
Acknowledgements	xiii
Introduction: The Dark Matter of Organisations	1
1 The Value and Importance of Relationships	4
2 Why Organisations Should Think Relationally	17
3 How to Measure Relationships	31
4 Directness: High Touch Organisation	39
5 Continuity: Organisation across Time	55
6 Multiplexity: Context for Breadth	74
7 Parity: Power, Balance, Fairness	93
8 Commonality: Overlap of Purpose	123
9 What Relational Proximity Builds	153
10 Relationships between Stakeholders	161
11 Managing, Measuring, Reporting, Regulating	190
Epilogue	221
Bibliography	223
Index	234