ITIL® 4 Practitioner: Relationship Management

Category: Infrastructure & IT Operations | **Vendor:** PeopleCert

Duration: 8.00 hours (1 days) **6.5 CPD Hours** **Rating:** ⭐ 4.6 (5,878 reviews)

Course Information

Delivery Format:	Instructor Led - Online
Certification:	ITIL® 4 Practitioner: Relationship Management
Related Exam:	ITIL® 4 Practitioner: Relationship Management

Course Overview

Our ITIL® 4 Practitioner: Relationship Management training course offers several benefits to individuals, teams and organisations, including but not limited to:Enhanced Communication Skills: The module emphasises effective communication and negotiation techniques.Better Service Quality: Building strong relationships with stakeholders can lead to a better understanding of their requirements.Increased Service Value: By understanding and managing relationships with stakeholders, you can ensure that the IT services provided align with the organisation's objectives>Risk Reduction: A better understanding of the needs and expectations of stakeholders can help identify potential risks and issues early, allowing for proactive risk management and mitigation. Conflict Resolution: Relationship Management equips you with the skills and techniques to resolve conflicts and disagreements in a constructive manner, preventing issues from escalating and negatively affecting service delivery.Adaptability: As ITIL® 4 is an adaptable framework, mastering Relationship Management allows you to tailor IT service management practices to suit the unique needs of your organisation, leading to more flexible and responsive IT service delivery.Career Advancement>: Acquiring ITIL® 4 Practitioner: Relationship Management certification can be a valuable asset for IT professionals and can open up career opportunities.

About This Course

Our ITIL® 4 Practitioner: Relationship Management training course offers several benefits to individuals, teams and organisations, including but not limited to:

- **Enhanced Communication Skills**: The module emphasises effective communication and negotiation techniques.
- **Better Service Quality**: Building strong relationships with stakeholders can lead to a better understanding of their requirements.
- **Increased Service Value**: By understanding and managing relationships with stakeholders, you can ensure that the IT services provided align with the organisation's objectives.
- **Risk Reduction**: A better understanding of the needs and expectations of stakeholders can help identify potential risks and issues early, allowing for proactive risk management and mitigation.
- **Conflict Resolution**: Relationship Management equips you with the skills and techniques to resolve conflicts and disagreements in a constructive manner, preventing issues from escalating and negatively affecting service delivery.
- **Adaptability**: As ITIL® 4 is an adaptable framework, mastering Relationship Management allows you to tailor IT service management practices to suit the unique needs of your organisation, leading to more flexible and responsive IT service delivery.
- **Career Advancement**: Acquiring ITIL® 4 Practitioner: Relationship Management certification can be a valuable asset for IT professionals and can open up career opportunities.

Our training package includes the following materials:

- Handouts
- A Full Official Course Manual
- ITIL® 4 Official Core Guidance (eBook Format)
- Live Exams
- Mock-Examination
- Exercises
- Exam Voucher

Who Should Attend

Our ITIL® 4 Practitioner: Relationship Management training course is suitable for the following roles:

- Business Relationship Managers
- Business Managers
- IT Managers
- Customer Relationship Managers
- External Partners
- Provider Managers
- Marketing Professionals
- Service Management Professionals

Prerequisites & Entry Requirements

General Prerequisites:

The ITIL® 4 Foundation certificate

Learning Outcomes

Upon successful completion of this course, participants will be able to:

Our ITIL® 4 Practitioner: Relationship Management training course is suitable for the following roles:

- Business Relationship Managers
- Business Managers
- IT Managers
- Customer Relationship Managers
- External Partners
- Provider Managers
- Marketing Professionals
- Service Management Professionals

Detailed Course Outline

Our ITIL® 4 Practitioner: Relationship Management training course covers the following Modules:

Module 1: The key concepts of the practice

1.1. Explain the purpose of the practice

1.2 Describe the PSFs & key metrics of the practice

1.3. Explain the key terms/concepts:

a) types of relationships in organisations (business associate, business friend, personal friend)

b) types of service relationships between organisations (basic, cooperative, partnership)

c) steps of service relationship journey (explore, engage, offer, agree, onboard/off-board, co-create, realise)

d) relationship models

Module 2: The processes of the practice

2.1 Describe inputs and outputs of the processes

2.2 Describe the key activities of the processes

2.3 Know how to integrate the practice in the organisation’s value streams

Module 3: The roles and competences of the practice

3.1 Describe the responsibilities of the key roles of the practice:

a) relationship manager

b) relationship agent

3.2 Know how to position the practice in the organisational structure

Module 4: How information and technology support and enable the practice

4.1 Explain the tools application

4.2 Apply the recommendations on automation

Module 5: The role of partners and suppliers in the practice

5.1 Explain the dependencies of the practice on third parties

5.2 Explain how partners and suppliers can support the practice

Module 6: How the ITIL® capability model can be used to develop the practice

6.1 Explain how capability criteria support the practice capability development

Module 7: The recommendations for the practice success

7.1 Understand the recommendations for relationship management success and how they are supported by the ITIL® guiding principles

□□ Certification Path

ITIL® 4 Practitioner: Relationship Management

Exam: ITIL® 4 Practitioner: Relationship Management

Additional Course Details

Nexus Humans ITIL® 4 Practitioner: Relationship Management training program is a workshop that presents an invigorating mix of sessions, lessons, and masterclasses meticulously crafted to propel your learning expedition forward.

This immersive bootcamp-style experience boasts interactive lectures, hands-on labs, and collaborative hackathons, all strategically designed to fortify fundamental concepts.

Guided by seasoned coaches, each session offers priceless insights and practical skills crucial for honing your expertise. Whether you're stepping into the realm of professional skills or a seasoned professional, this comprehensive course ensures you're equipped with the knowledge and prowess necessary for success.

While we feel this is the best course for the ITIL® 4 Practitioner: Relationship Management course and one of our Top 10 we encourage you to read the course outline to make sure it is the right content for you.

Additionally, private sessions, closed classes or dedicated events are available both live online and at our training centres in Dublin and London, as well as at your offices anywhere in the UK, Ireland or across EMEA.

Frequently Asked Questions

Q: What delivery options are available for ITIL® 4 Practitioner: Relationship Management?

We offer multiple delivery formats:

- Live Instructor-Led Classroom Online (Virtual/Live Online)
- Traditional Instructor-Led Classroom Training (ILT)
- On-site delivery at your offices anywhere in United Kingdom
- Private dedicated courses customized for your team

Q: What certification does this course prepare me for?

The ITIL® 4 Practitioner: Relationship Management course helps prepare you for the ITIL® 4 Practitioner: Relationship Management certification path.

Q: Which exam does this course prepare me for?

This course prepares you for the ITIL® 4 Practitioner: Relationship Management official exam. You can take this exam at any exam center across United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online wherever you are located.

Q: How many CPD hours does this course provide?

The 1-day ITIL® 4 Practitioner: Relationship Management course provides up to 6.5 CPD hours of structured learning. CPD certificates can be provided upon request.

Q: What is the duration of the ITIL® 4 Practitioner: Relationship Management training?

The training takes place over 1 day(s), with each day lasting approximately 8.00 hours including breaks for lunch and refreshments.

Q: Do you provide corporate training for ITIL® 4 Practitioner: Relationship Management?

Yes, we provide corporate training, dedicated training, and closed classes for ITIL® 4 Practitioner: Relationship Management. Training can take place anywhere in United Kingdom including London, Manchester, Birmingham, Edinburgh, or live online allowing teams from across United Kingdom or internationally to attend.

Q: Why choose Nexus Human for ITIL® 4 Practitioner: Relationship Management?

Nexus Human is recognized as one of the leading training providers. Our trainers have won multiple awards including:

- Small Firms Best Trainer Award
- National Training Partner of the Year (Ireland) - Multiple Years
- Global Top 30 Instructor Awards (2012, 2019, 2021)
- Tech Excellence Award Nominations
- Learning Performance Institute (LPI) External Training Provider Sponsor 2024

Q: Are there any discount codes available?

Yes! Use discount code **PENPAL5** when booking your ITIL® 4 Practitioner: Relationship Management training. Please note that only one discount code can be used per booking and cannot be combined with other special offers.

Nexus Human

Professional Training & Development

Email: info@nexushuman.com

Website: www.nexushuman.com

Phone: +353 1 889 8700 (Ireland) | +44 20 8142 8961 (UK)

© 2026 Nexus Human. All rights reserved. This brochure was generated on 14/11/2026.