



FSP Associates: Team Player, but for Which Team?

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The difference is in the data.™

Agenda

- What is FSP
- What is Teamwork
- Why Does It Matter
 - Why Does It Matter Even More in an FSP Relationship
- Challenges
- How Can We Bridge the Gap





What is FSP?

FSP: What and Why?

An established **Functional Service Provider** partnership between a CRO and a sponsor that provides the sponsor with added value such as flexibility, consistency and experience that reduces time and costs without compromising integrity and quality.

It's beneficial to have a level of trust to embark on a model of this type as both parties need to have skin in the game to make this successful, so an FSP relationship is valuable for this type of shared venture.

FSP: What and Why?

- 1 Best cost/time location
- 2 Timeline adherence
- 3 Availability and flexibility
- 4 Quality deliverables and Innovation
- 5 Training and compliance
- 6 Shared expertise and industry experience
- 7 Prepared for resource demands



What is Teamwork

Teamwork Definitions

Team: A group of people working toward a common purpose.

Teamwork: Involves a set of interdependent activities performed by individuals who collaborate toward a common goal.





Why Does It Matter and Why It Matters Even More in an FSP Setting?

Importance of Teamwork



Improved Processes

Accountability

Boosts Morale

Teamwork

Improve Skills

Employee Wellness

Encourages Creativity

Reach Goals Efficiently

Belonging

The list goes on...

Importance of Teamwork within an FSP Setting

Open Lines of
Communication

Sense of
Community

Engagement

*Employees are empowered to work together in
highly collaborative ways*



Teamwork Challenges

Challenges Specific to the Modern Era

Virtual Teams

Tools at our disposal



Global Teams

Diversity, empathy
and compassion



Staying Connected

Human Connection,
Building
Relationships



Challenges Specific to FSP Teams

Embedded within the sponsor team

Engaging with the CRO and sponsor teams

The CRO is NOT a personnel agency

Inclusion and Social engagement

Challenges Specific to FSP Teams

More than work Collaboration

Integration of Operations and Leadership

Planning for process and delivery

Relevant Review Structure



Bridging the Gap

Employees Responsibility

- Build Rapport
- Reliable
- Accountable
- Attitude
- Organized
- Self-aware
- Collaborative
- Trustworthy
- Pro-active



CRO and Sponsor Responsibility

CRO

- Shared values
- Conflict management
- Recognize and Reward
- Intentional Leadership
- Training and Development
- Team building and engagement

Sponsor

- Acceptance
- Trust
- Inclusion
- Constructive Feedback
- Expectations
- Proactive Communication

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We are not a team because we work together. We are a team because we **respect, trust, and care for each other.**

– Vala Afshar



Thank you!

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