

PEOPLE

PEOPLE build the **TEAMS**
TEAMWORK gets the job done

PEOPLE

PREPARE

- Check your Human Capital and Material resources:
 - ◆ *Team* ◆ *Support Staff* ◆ *Suppliers* ◆ *Contractors* ◆ *Inventory*
- Fully understand the assignment. Close attention to detail.
Have all your ducks lined up before you start your project.

ENERGIZE your Team and the Client.

- Hold a kick-off meeting.
- Clearly define goals.
- Highlight successes.
- Offer incentives; recognize special achievements.

OPEN DIALOGUE with Team Members and the **CLIENT**.

- When in doubt, don't assume, don't guess ..., ASK.
- Keep checking to ensure you're on track.
- Keep the Client informed of any delays or overruns.
- Don't wait until you get *caught* at failing to meet targets.

PARTNERING

- A strong Team internal partnership yields Client confidence.
- Run a *seamless* operation; everyone is looking after the Client.
- Invite your Client into your team as a contributing partner.
- A valuable in-house info source; sharing in the challenges.

LEADERSHIP

- Your Team Leader is your *referee*, making informed decisions.
- Your constructive input will be his/her valuable resource.
- Everyone committed and focused on the final objective.
- All players expected to demonstrate leadership and vision.

EVALUATE

- Keep track of where you are at any time in the cycle.
- Routine checks to ensure this is what the Client expected.
- Discuss freely what worked and what went wrong.
- Learn from mistakes **Celebrate successes !**

PEOPLE

PEOPLE are making all the difference.
Team Players demonstrating **Leadership**
and never losing sight of the **CLIENT !!**