

Exhibit 11-2: Steps along the Road to Successful Client-Consultant Relationships

1. Establish early a clear, shared understanding of the factors that triggered the need to work together.
2. Create together a shared vision of what success means—what it should look like concretely. Document this vision.
3. Set ground rules for developing open communication. Reassure each other that you will keep one another informed of what is happening; unanticipated events; and changes affecting the work, concerns, and successes.
4. Draw up mutually acceptable success criteria and suitable, feasible metrics for demonstrating success. Revisit these regularly.
5. Find ways to demonstrate mutual support and respect.
6. Meet periodically to revisit the final goal so that it is never lost from sight in the midst of activities.