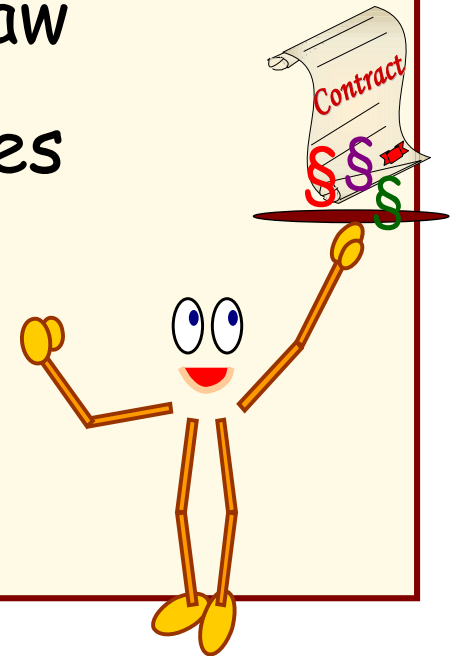


Managing the relationship

- Things to keep in mind:
 - Different types of contracts require different contract managers
 - An **arms-length contract** may require a person who is good at contract law
 - A **co-operative relationship** requires a good people manager
 - In all cases remember to focus on the problem NOT the person





Problem solving techniques - flow charting

To what extent would the use of flow charting have been helpful in solving problems that your company (or one that you know well) experienced?

For which kind of problems do you think this technique would be most useful?