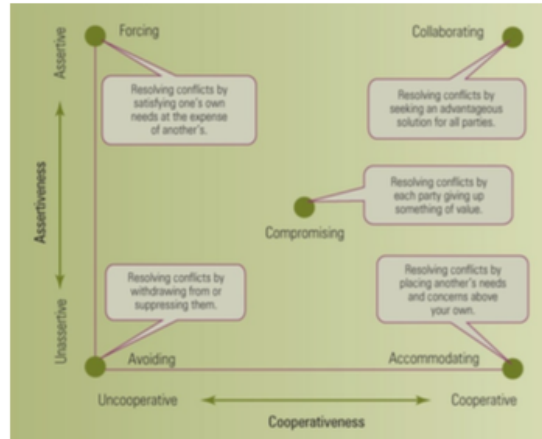
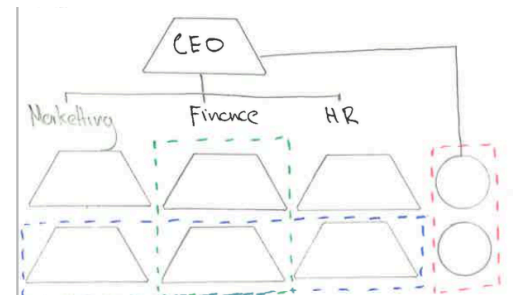


- Treat other opinion as more important than your own
- Use to promote peace and when evidence is compelling
- Collaborating (win-win)
 - Mutual and optimal outcomes are sought
 - Used to build alliances or you need optimal outcome
- Compromising
 - Reach a mutually acceptable outcome
 - Partially satisfy needs of both parties

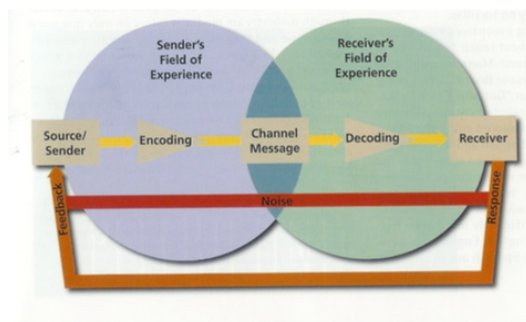


- Organisational structures
 - Functional
 - Aligned with existing department (i.e. uses one department)
 - Matrix
 - Blend existing and functioning authority
 - Projectised
 - Separate external structure



▪ **Communications management**

- Essential to provide information in the RIGHT
 - Time
 - Audience
 - Format
 - Impact
- Communication from sender to receiver
 -



- Reporting process
 - Accurate, complete and timely information
 - Reflect true facts / progression
 - Enable problem solving and facilitate decision making
 - Track all scope changes and revisions