



Building & Maintaining Commitment

- Clarifying context.
- Links to core purpose & values.
- Links to strategic intent.
- Total systems thinking.
- Determining scope / priorities.
- Championing.
- Communication / roll-out.
- Sell-in:
 - Training.
 - Workshops.

Knowledge Management.

- Innovation.
- Future search.
- Organisational learning.
- Benchmarking.
- Stakeholder satisfaction monitoring.
- Information gathering.
 - Sensing.
 - Gathering.
 - Analysis.
 - Storing.
 - Retrieving
 - Communicating
 - Applying.

Team Working

- Joint planning.
- Project management.
- Building trust.
- Cooperative relationships.
- Negotiation.
- Sharing resources.
- Skills exchange.
- On-going monitoring.
- Evaluation.
- Conflict resolution.
- Dis-engagement.

Two-Way Communications

- Visits.
- Open door.
- IT systems.
- E-Business.

Risk Management

- KPI setting.
- Risk Assessment.
- Activity scanning.
- Evaluation criteria.
 - Determining "fit"
 - Determining "level"
- Expectation setting.
- Reward sharing.