

PPPA 6019

Week 3

Managing the Client Relationship

Project Administration

- ▣ In the beginning, clearly lay out expectations for deliverables and develop a communication strategy
 - Maintain regular communication with your client.
 - Determine whether a regular schedule will work best for your team and your client, or whether they'll want updates as you reach certain milestones .
 - Determine the level of involvement your client will have in your project and make sure they understand your expectations and timeline.

Project Administration

- ▣ Decide how your team will communicate with your client
 - Will you designate one person to be the point of contact for the client? Or perhaps different people for different aspects of the project?
 - What level of consultation should you have as a team before getting back to your client?

Basic Guidelines for Conflicts that May Arise

- ▣ Throughout the semester, please keep the following in mind:
 - It is your responsibility to keep your project moving forward!
 - Maintain flexibility and creativity in your thinking- it's more important to have a helpful project than a project that rigidly adheres to the initial project plan.
 - ▣ Consider the PURPOSE of your project
 - If conflict arises:
 - ▣ Always take time to consider that your client may be right
 - ▣ Agree as a team on resolution
 - Consult your research advisor with any situations that do change your project plan or any conflicts that arise with the client.

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▣ Situation 1:

Your client has asked you to interview their membership and would like to provide you with contact information before you can reach out to them. You need to begin your interviews, but you still have not heard back from the client.

What do you do?

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- ▣ Situation 2:

Though you determined an initial scope of work, your client continues to contact you throughout the semester with additional tasks

What do you do?

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▣ Situation 3:

Your client defines their problem and a solution to their problem, and asks you to do research that would help them to implement the solution. As you are doing your research, you identify a better solution to your client's problem, and information that might lead them to redefine the problem.

What do you do?

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- ▣ Situation 4:

You are working with a national organization and several of their state-based organizations for your project, and you find that they have different agendas.

What do you do?

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- ▣ Situation 5:

Your client has findings in mind from the beginning of your project, but your actual findings are different from what your client expects.

What do you do?

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- ▣ Situation 6:

Your team uncovers findings that don't reflect well on your client

What do you do?

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- ▣ Situation 7:

As your team is doing research, you uncover new client needs that your project can respond to.

What do you do?

Discussion

- ▣ Are teams having any problems with clients at this point?
- ▣ Any questions?