

Approachable client and confident contractor allows for issues to be challenged and improvements achieved

Create a Safe Environment – environment of trust – relaxed atmosphere

Establish long term relationships

Make yourself easy to deal with

Be accessible and inclusive

Set clear expectations

Question your own behaviour – be prepared to take criticism

Walk the Talk – lead by example

Include contractors in your organisation's engagement/participation process

Pre-qualification should inform - Knowing your contractors' limitations in advance and a willingness to assist will help fill the gaps

Be prepared to start a conversation

Make time for a conversation

Dialogue/communication is a two way street

Be honest and open

There are no stupid questions

Share information

Record and retain information so it can be easily accessed

Track competencies

Use appropriate risk based documentation to support

Focus on behaviours – encourage intervention

Allocate responsibilities and clarify boundaries

Ask relevant questions – relevant to the process/ activity and the individual contractor

Tailor questions to the size of the contract/contracting business

Deal with issues as they arise

Regular review meetings

Monitor and feedback - Provide post work evaluation and feedback

Be fair, firm and up-front when dealing with performance