

Contracting

Customer Expectations:

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- _____
- _____
- _____

State Agreement:

Ask: How do you feel about the amount of control you have?

Ask: How are you at risk? Vulnerable?

Provide Positive Reinforcement.

Review Next Steps:

Consultant Expectations:

- Information Needed
- Role/Responsibilities
- Other's to be Involved
- Involvement from Sponsor
- Deliverables/Time Frame
- Product to be delivered
- Measures of Success
- Ongoing Evaluation/Follow-up
- Handoff



Revised Expectations:

? Still Stymied?

What about our process may be causing the impasse?

Revised expectations:

- _____
- _____
- _____

Quit, cut your losses