

## Guidelines for Working in an Outsourced Partnership

1. **Ask about everything – and that means *everything***
  - the devil is in the details
  - so is the angel
  
2. **Assume *nothing***
  - What you think you know isn't close to what your partner knows
  
3. **Repeat back to your partner everything you hear about doing the work - yes, once again, *everything***
  - saying it out loud reveals gaps and misunderstandings
  - now you can clarify needs and outcomes, *before* things have a chance to get messed up
  - or use this to stop things from getting worse
  
4. **Build the relationship – it is as important as doing the work**
  - most projects fall apart because relationships aren't working, not because technology or process fails
  - investing in the relationship is *never* a waste of time
  
5. **Provide *twice as much* communication as you normally do – talking and listening -- *no kidding!***
  
6. **Double your communication by using multiple modes of communicating on the *same* issue**
  - listen more than you talk
  - ask your partner to tell it back to you
  - discuss in groups or with someone else who has a different thinking style (get some translation help)
  - write it down in email (but don't ever make this the sole source of information!)
  - write a personal note

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### **7. Get crystal clear on how decisions are made, who is accountable**

- who decides
- who must you consult
- you must you inform

### **8. Build relationships with multiple partners, not just the person you are accountable to for day to day interaction – tops, peers, bottoms**

- broaden and deepen your understanding of your partner
- establish a broad based network that allows you to move things quickly