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## CONTRACTOR

Establish roles and responsibilities for each party. Just as the design professional must make a 'deal within a deal' with the client about how they will work on a project, the same holds true for contractors. Establishing clear roles and responsibilities early in the relationship is the basis for clear and efficient communication during the construction phase.

### Create team approach

As the agent of the client, the design professional should assume the responsibility for creating and maintaining a good relationship with the contractor. Very often, the client and design professional are well acquainted, and it is common for both to have reached an understanding before the contractor is in the picture. To avoid the contractor feeling like the 'other side' in a potential conflict, there should be a special effort to create a team approach, as opposed to an arena for adversaries.