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COMMUNICATE THE CONTRACT

Once you have negotiated a complex contract, make sure all of your employees and subcontractors understand the practical relevance of the terms in their daily work. There is no point in protecting yourself on paper if you leave yourself exposed in reality. When every member of the team knows what the client expects, the chances of a claim go down.

Communicate between departments

There must be formal channels of communication between departments in multi-disciplinary firms. People are both the assets and the image of the design firm. It is only fair to them and the client to make sure that everyone has the support and advice of other members of the team. Department heads should recognize their responsibility to constantly ask, "Will this change affect the design work of any other departments?"

A similar concern exists in design teams consisting of a prime design professional and interprofessional consultants. Just as in multi-disciplinary firms, there must be formal channels of communications that make continuous, convenient interaction possible.