

Partners **IN** Progress

SMACNA & SMART—Building a Future Together

Best Practices Tools



12 Tips to Help Overcome Barriers

1

Look for common ground and work on those issues first.

2

Get to know each other and try to view things from the other party's perspective. Recognize that each team has a legitimate role to play.

3

Expect that there will be some mistakes; cut each other some slack.

4

If there is a difficult history, it may be necessary to start small and take one issue at a time until you build trust.

5

Be willing to examine your own actions for fairness and emotional maturity (seek feedback from those willing to tell you the truth).

6

Recognize the external pressures that come to bear on the other team or individual. Be willing to help when you can.

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- 7 Try not to assume that the other party's intentions are derived from your own fears.
- 8 Listen and be willing to learn.
- 9 Remember the solutions to issues may not always have exactly equal results for both parties, but may still be beneficial to both.
- 10 Try to get input from each other; give a "heads-up" on important issues (no surprises).
- 11 Remember: "Wisdom is the art of knowing what to overlook."
- 12 Trust the method.