

5 - 8 DECEMBER 2022DUBAI WORLD TRADE CENTRE

The Subtle Art of Change Management

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Change Management in Construction – 7 December 2022

Managing client expectations

It's all related



Learned and Award Client **Engagement**

3. Contract 4. Delivery Management

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Key considerations:

- 1. No two projects are identical
- 2. BAFO and LAFO
- 3. Obligations before entitlement
- 4. Are we on track?
- 5. What could we have done better?

Preparing your proposal

Where it all begins









- 1. Read the RFP cover to cover. Never assume it is the same.
- Take your time. If you are not offered the time needed, request it.
- 3. List down all assumptions and exclusions.
- Respect yours and the client's time, don't exclude a requirement or the obvious.
- 5. Your internal governance/process is not the client's concern.
- 6. MOST IMPORTANTLY call for a pre bid submission meeting with the client. It will set the road map for success.

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Negotiations and award

Are you comfortable or desperate?









- 1. Client's budget, is it realistic?
- 2. Discount offered. What did you give away and what did you gain?
- 3. What is the Delta between award and proposal?
- 4. Record the outcome and final negotiations agreement.
- 5. Is the outcome reflected within the contract documents?

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Contract management

Obligations before entitlement









- 1. Respect the agreement and its intent.
- 2. Is the change initiated by an authorized party?
- 3. Allow the client the opportunity to revert.
- 4. Explain and justify the change impact on all.

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Delivery

Keep your promise









- 1. How often to meet the client face to face? Is the client satisfied with the team performance and deliverable?
- 2. Are we on track? If not, why not? Identify solutions rather than excuses in order to mitigate.
- 3. If offtrack, engage the client before its too late and redraw the Map to the interest of all parties.

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Finally - lessons learned

What went right and what went wrong?

M MOTT MACDONALD





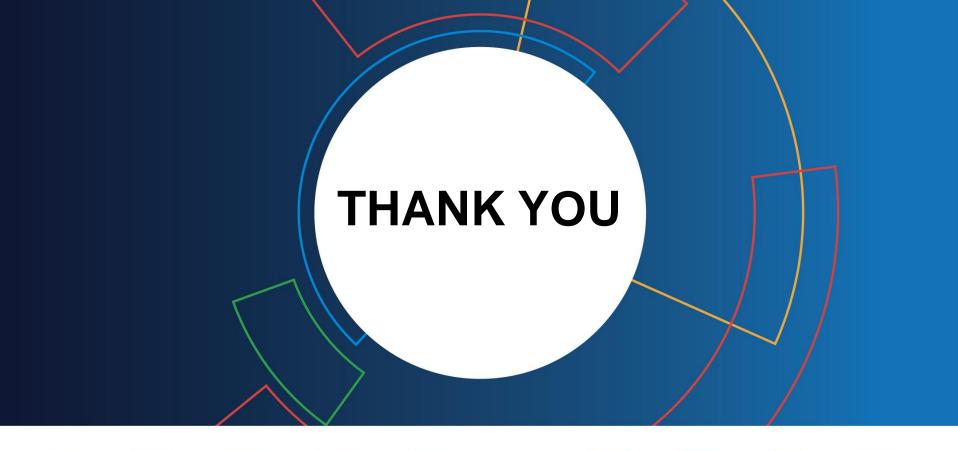
- 1. Did you achieve targets/KPIs?
- 2. How respectful was your client to the relationship and contract agreement, were your efforts recognized?
- 3. What did you gain from this business relationship? its not all financials. Reputation, sustainability, wellbeing.





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