

Relationship management in international projects

Small gestures with a big impact

- ☐ Fix mini-routines:
 - ☞ *Allow time for a short small talk before the meeting starts*
 - ☞ *Brief capture of the mood at the end of the meeting*
 - ☞ *10-15 minutes weekly check-in (not on project topics but on team dynamic)*
- ☐ Plan short rotating 1:1s
- ☐ Use tools wisely
 - ☞ *Short respectful reactions in chat or on mails*
 - ☞ *Short video updates instead of unpersonal emails*
- ☐ Keep a 'team map':
 - ☞ *Who is communicating more directly or indirectly,*
 - ☞ *prefers written more than verbal communication,*
 - ☞ *loves structure or spontaneity?*
- ☐ Be authentic, honest and transparent
- ☐ Even out communication asymmetries:
 - ☞ *Document discussion results and decisions in simple language*
 - ☞ *Actively ask questions in meetings and let others express their understanding*
- ☐ Introduce a shared culture of error management – mistakes are human, but it is important to make it clear to the team how mistakes are dealt with within the team.
- ☐ Show appreciation for your team as a whole and for individuals in bilateral discussions

- ☐ Take a short break before meetings so that you don't go into meetings stressed, otherwise it will be even more difficult for you to perceive intercultural misunderstandings and respond to them

- ☐ In the event of disagreements within the team – you are the moderator – your role:
 - ☞ 1. de-escalate,
 - ☞ 2. understand,
 - ☞ 3. clarify
 - ➡ in that order.

- ☐ Delegate trust, not just tasks

Maintaining relationships is not an extra effort – it is a project strategy!

The most efficient project manager is the one who systematically plans for trust.