

# NWCCC

## “Challenges in Representing the Owner as a Third Party Consultant”

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## “A Third Party Consultant”

- Webster’s dictionary defines “third party” as follows:
  - “A political party organized to compete against the two major parties in a two-party system”
- Or
  - “A person in a case or matter other than the two principals”

## Challenges

- Identifying the client
- Developing a personalized relationship with client
- Winning trust of the client
- Establishing clear and honest communications
- Understanding the client's goals, objectives & responsibilities
- Become a member of the client's team

## The Early Stages

- The client and the client's command structure can be experienced and defined
- A personalized relationship with the client's team can be built
- A level of comfort can be achieved leading to a trusting relationship
- The channels of communications can be tried and tested
- A clear understanding of goals and objectives can be realized
- A feeling of team integration can commence

## The Early Stages

- Identifying the client and command structure

## Who Is the Client?

- Executive Director?
- SSO Board of Directors?
- Seattle Symphony Musicians?
- City of Seattle?
- Major Donors?
- Dr. Cyril Harris?
  
- All of the above!!

## The Early Stages

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## The Design Phase

- The nature of the client's team may take on a new dimension
- The A/E team is to be integrated into the relationship with the client
- Trust must be developed in the A/E team
- Channels for communications must be redefined
- The client's goals & objectives must be clearly transmitted
- Expand the team effort to include the A/E team

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## The Construction Phase

- The nature of the client's team will take on a new dimension
- The construction team has to integrate with the client
- Trust must be developed with the construction team
- The channels for communications yet again redefined
- Client's goals & objectives clearly transmitted
- Expand the team to include contractors team

## The Construction Phase

- The nature of the client's team will take on a new dimension
- The construction team has to integrate with the client
- Trust must be developed with the construction team
- The channels for communications yet again redefined
- Client's goals & objectives clearly transmitted
- Expand the team to include contractors team

## The Conclusion

- To sum-up the owners representative's task is to integrate themselves into the team in such a manner that their personality is able to bring about a cooperative approach to problem solving and create a win-win approach to completing the project on time and within budget