

# Working with Multiple Decision Makers

**In the UK, the average household is 2.5 people. But in a modern home, you may have multiple generations living under one roof and all their lifestyles to accommodate in the design process. When you're working with multiple decision makers on a home renovation project, it may be challenging to get everyone to come to a consensus. We have five tips to make it smoother working with multiple decision makers.**

## **ENSURE ALL DECISION MAKERS ARE PRESENT**

At the initial meeting, and perhaps subsequent meetings, ask for all decision makers to be present so you can hear from all stakeholders. Consider bringing in other renovation professionals who also may be collaborating on the project. While you will work to satisfy everyone's ideas, make sure to establish a point of contact and person who will have the final word.

## **TALK ABOUT BUDGET**

Establish a client's budget right from the start, to ensure you're both on the same page and are working within the parameters of what the client can afford. It's important to know which client or clients will be writing the cheques to your invoices.

## **USE HOZZ IDEABOOKS**

Houzz Ideabooks can help facilitate communication and understanding. Have each member of the family create their own ideabook so you can compare and contrast styles and priorities.

## **HAVE CLIENTS SHOW, NOT TELL**

If you're renovating an existing home, ask the decision makers to give you a tour. Watch how the clients move, interact with one another, and how they use each room. At this stage, feel free to bring material samples to help homeowners visualise the future space.

## **CATEGORISE DESIRED FEATURES**

Ask the clients to categorise features into three categories: must-have, features that would be nice to have, and features that they dream of having. With this exercise, you can see not only where the residences' priorities already lie but where they differ.