#### Wrap-up session

Eskarne Arregui Victoria Galan Muros





### HEIS & GOVERNMENT...





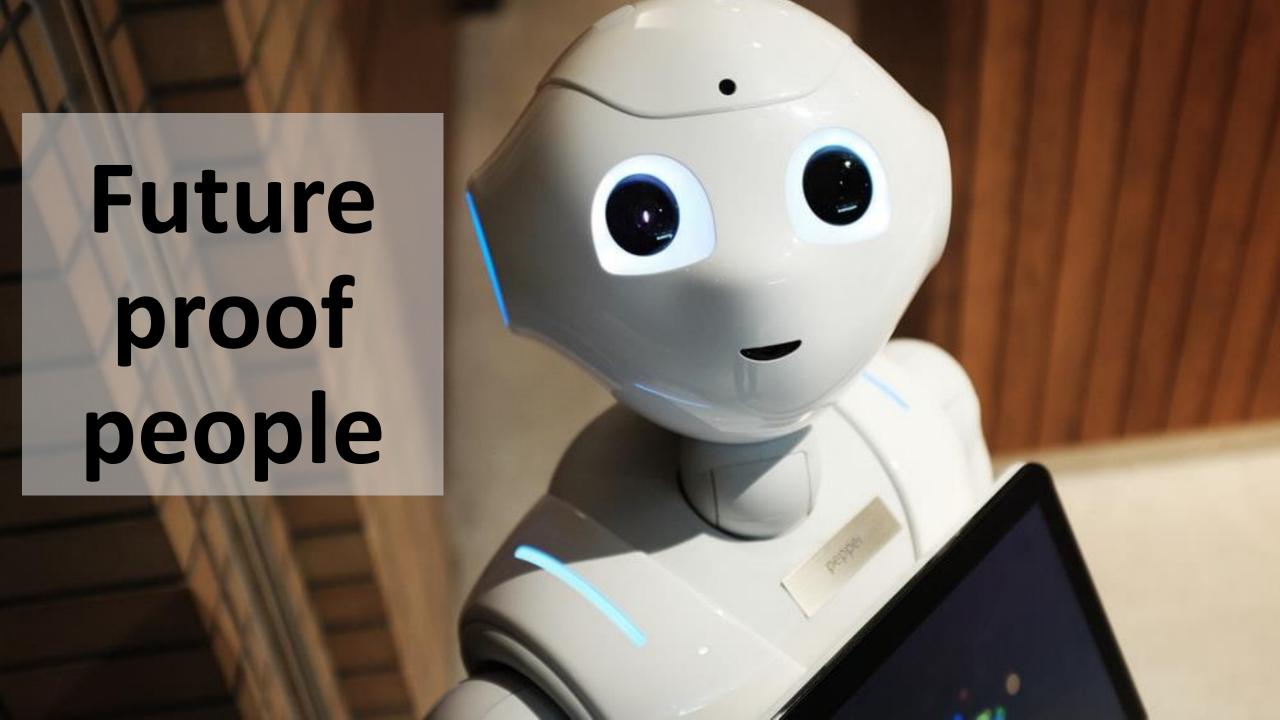








# CREATE FLEXIBLE AND FAIR PROCESSES





### Focus on SMEs



### INTERMEDIARIES...





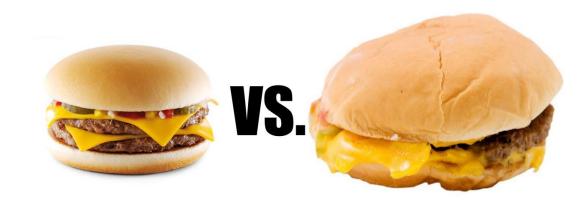






# LISOTEN

# Be aware of what the other party wants and expect



#### Focus on their individual benefits



## BUSINESS...

























#### Give strategic advice



# THE CORE...

# UBC is a people's game









