

- involve **local decision-makers** so that the process comes to be 'owned' locally and is not perceived as simply being imposed from outside. This building of local institutions is fundamental to any return to normality, and it is too often ignored in the rush to handover and leave.
- include a **public relations strategy** to ensure the dissemination of information. This is important, not only in achieving good coordination between the various international players, but also in explaining to the local population what is happening and winning their support for the way ahead.