

List of Figures

- Figure 1: Fieldwork phases and locations, p.57.
- Figure 2: Chapter outline, Part I, p.77.
- Figure 3: Map of entry procedures to the main office, p.87.
- Figure 4: Structural similarities: Clients vs. freelancers, p.105.
- Figure 5: Communication density in the main office, p.137.
- Figure 6: Client centricity scale, p.151.
- Figure 7: The guiding difference client centricity/ground reality, p.152.
- Figure 8: Communication patterns of client consultants, p.158.
- Figure 9: Communication patterns of project coordinators, p.158.
- Figure 10: City office team map, p.163.
- Figure 11: Reversed values at the street office, p.166.
- Figure 12: Lunch group connections at the city office, p.168.
- Figure 13: L/M quadrant and chapter outline of Part II, p.176.
- Figure 14: The L/M quadrant of working misunderstandings, p.186.
- Figure 15: The project development process, p.188.
- Figure 16: Project process and offices, p.189.
- Figure 17: Chapter allocation on the L/M quadrant, p.191.
- Figure 18: Chapter 9 on the L/M quadrant, p.201.
- Figure 19: Project Phase and Information levels, p.212.
- Figure 20: Chapter 10 position on the L/M quadrant, p.227.
- Figure 21: Allocation of Section 10.2. in the project process, p.233.
- Figure 22: Section 10.3 in the project process, p.238.
- Figure 23: Allocation of Section 10.4 in the project process, p.247.
- Figure 24: Allocation of Section 10.5 in the project process, p.259.
- Figure 25: Balancing tasks at the city office, p.265.
- Figure 26: Allocation of Section 10.6 in the project process, p.271.
- Figure 27: Part II categories of working misunderstandings, p.279.

Figure 28: Client centricity scale, p.286.

Figure 29: Model of the guiding difference, p.290.