



# 8 ways to **defuse conflict**



**Come up  
in the world**



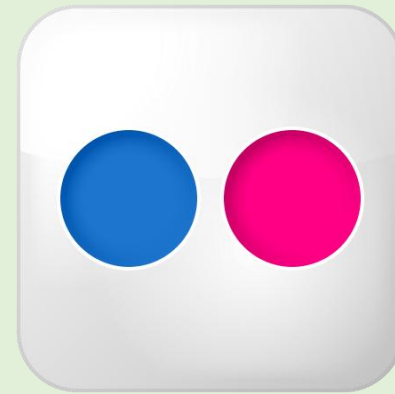
**Respect needs**  
**Client focus**





**Tell a lot and to the point**

# Be where **you can be heard:** **5 social networks**

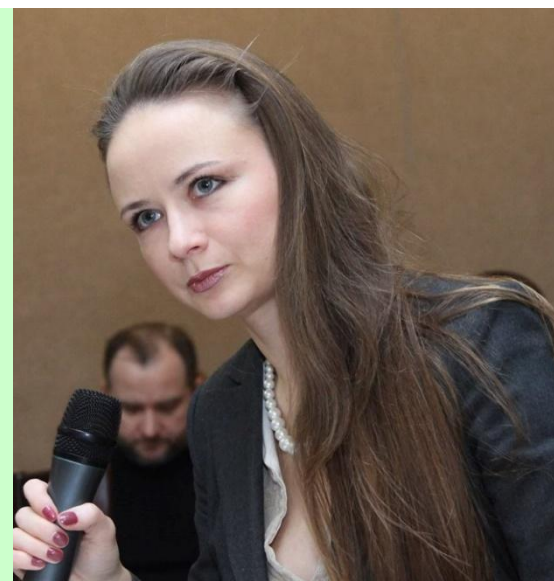


# Exhibit restricted access facility to the public – “Open Museum - Open NBU”





**Strengthen  
the team:  
7 in-house  
journalists**





**#МиразОМ: respect the feedback**







**Do not be boring**