

Communication

THE Best Management Practice



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Owner/Vice President

FAGAN
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- To contribute
- To advance
- To help
- To lead

Effective Communication

the what



Effective communication happens when an intended message is received and understood by an intended receiver.



Effective Communication



Effective Communication requires a process.

Components -

- ▼ a sender (talker)
- ▼ an intended message
- ▼ a medium or forum
- ▼ an intended receiver (listener)



Effective Communication



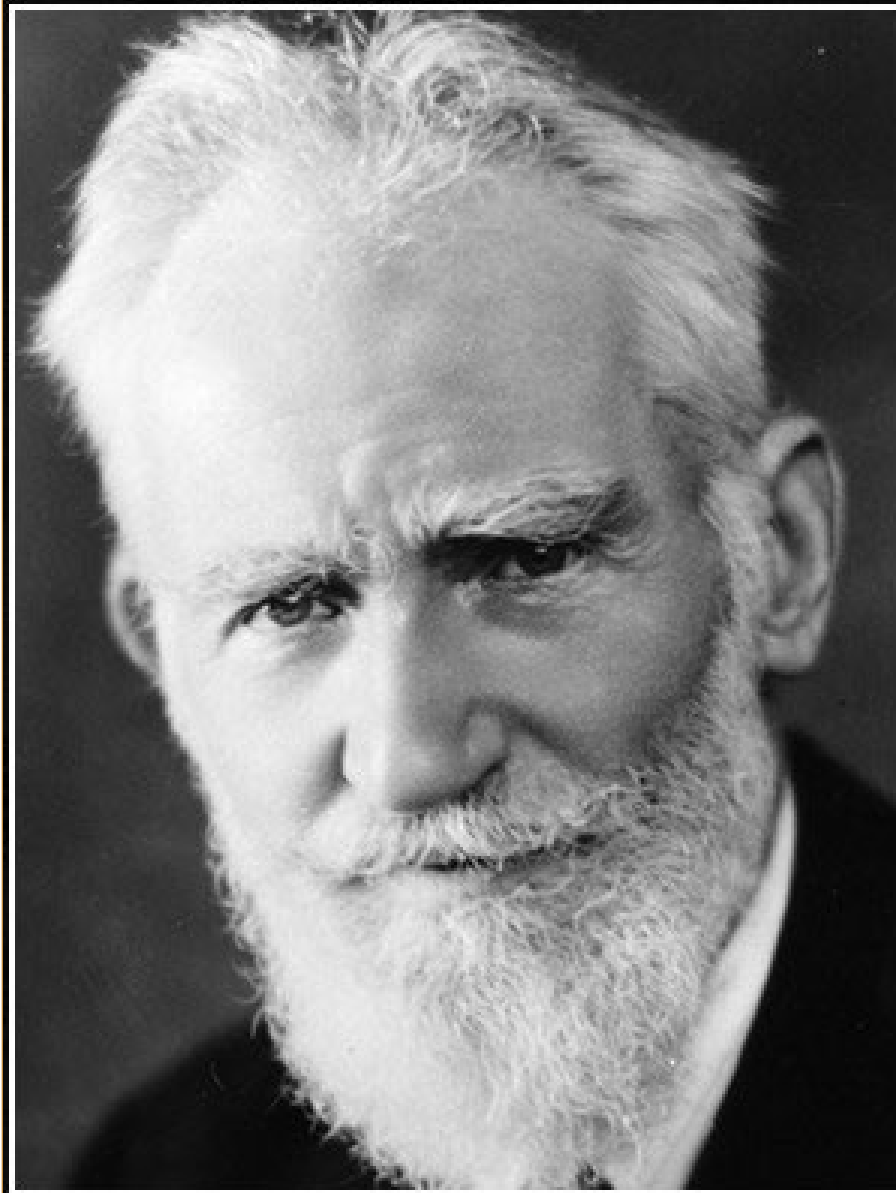
“Communication is
what the listener does.”

- Peter Drucker

D. O. T

Please stop the
water & mud from
coming through.
This depression &
into our yard.
Thanks





The single biggest problem in
communication is the illusion that it
has taken place.

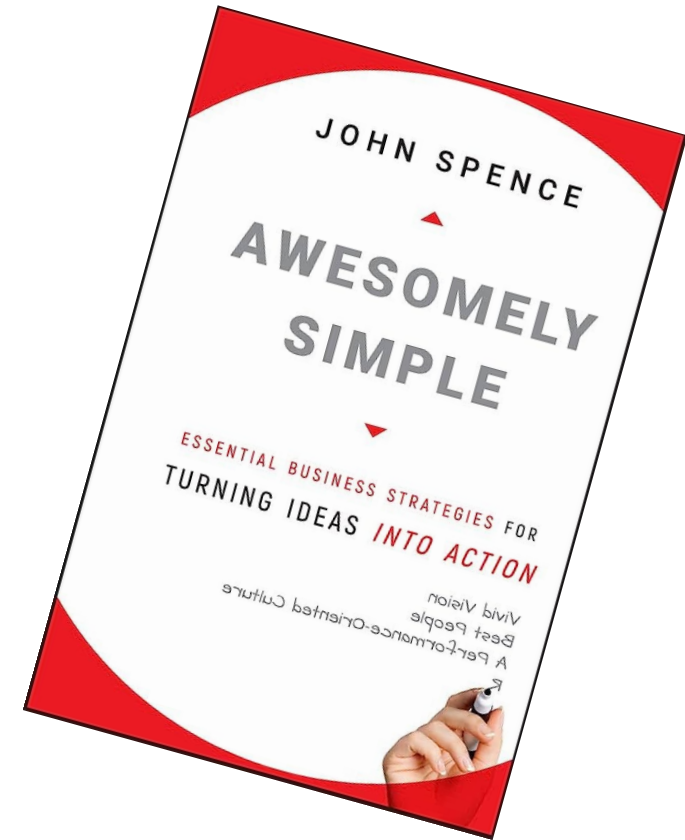
— *George Bernard Shaw* —

How am I doing?

“... a lack of open, honest, robust, and courageous communication.”

- John Spence





1. Lack of a well-communicated vision
2. Lack of courageous communication
3. Toleration of mediocrity due to the lack of communication
4. Poor execution of key plans and ideas due to the lack of communication

Effective Communication

the how



Volkert Environment & Infrastructure

Objectives and Key Results



Retain effective
employees



Retain satisfied
clients



Make new friends
while trying new stuff



TRUST

(our organizations)

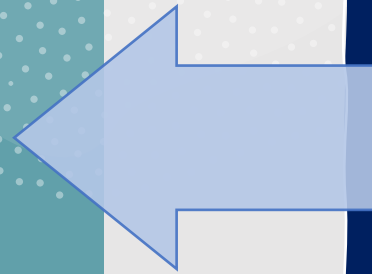
- ▼ Employee Effectiveness requires trust
- ▼ Client Satisfaction requires trust
- ▼ Growth requires trust

Leadership is influence –
nothing more, nothing less.

- Dr. John Maxwell

Trust

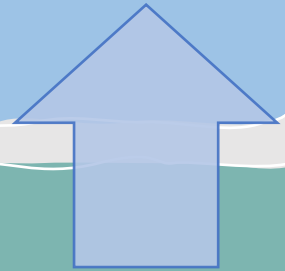
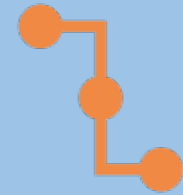
We can't hope to influence people we aren't willing to hang out with.



Relationship



Connection



Communication





TRUST

(your program, your project)

Getting better every day...

- = my heart is in the right place
- = I care about some of what you care about
- = I am human
- = I can make mistakes, same as you

We all deserve a measure of understanding and grace.

108.04 Prosecution of Work.

The Contractor shall keep fully informed of all Federal and State laws,...

He shall at all times observe and comply with all such laws,...

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How we treat people matters.



expectation – trust – trustworthiness



expectation.



expectation.

- first assume positive intent
- leverage endorsement
- offer grace
- be consistent
- become a partner
- communicate reality

Talking to Strangers



Malcolm
Gladwell

#1 *NEW YORK TIMES* bestselling author of *OUTLIERS*
and host of the podcast *REVISIONIST HISTORY*

HOW?



...the purpose of all communication is to change behavior.

- Mark Baker



HOW?

“Every time you speak to people, give them something to feel, something to remember, and something to do.”

- John C. Maxwell

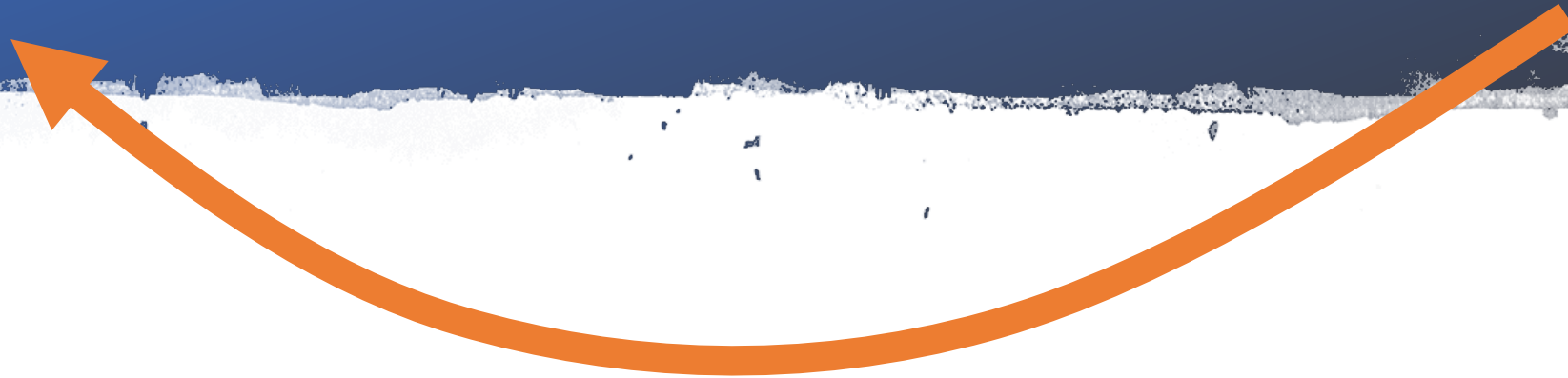


...something to feel, something to remember, and something to do.

mission

potential

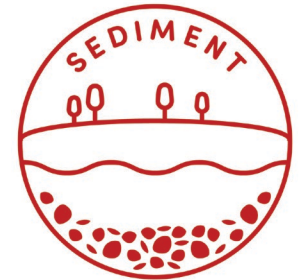
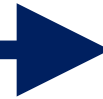
environmental
responsibilities



The **Five Pillars** of Construction Stormwater Management

Decreasing effectiveness

Increasing cost of implementation





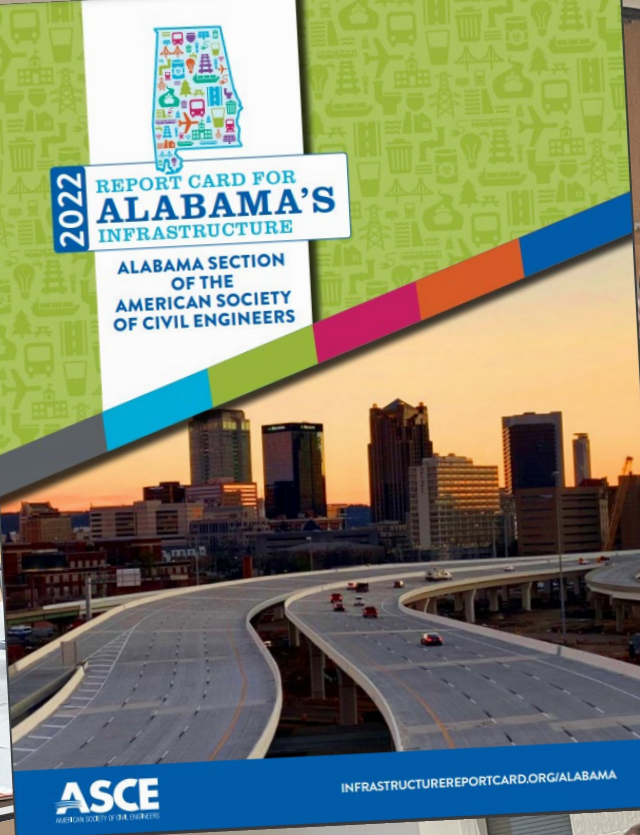
Managing Communication.

- ▼ Policy, Procedures, and Documentation
 - Contract Documents
 - Design and Construction Guidance
 - Design Review Coordination
- ▼ Construction Stormwater Permit Coverage
 - Stormwater Permit Application and Notices
 - Stormwater Pollution Prevention Plan
- ▼ Compliance Verification and Reporting
 - Stormwater Commitment Tracking
 - Environmental Inspections
 - Environmental Oversight Inspections
- ▼ Environmental Commitment Awareness
 - Environmental Submittals
 - Preconstruction Meetings
 - Environmental Training and Credentialing




ASA TABLE TALKS:

Understanding Local Stormwater Challenges & Opportunities



2022 REPORT CARD FOR ALABAMA'S INFRASTRUCTURE

ALABAMA SECTION OF THE AMERICAN SOCIETY OF CIVIL ENGINEERS



INFRASTRUCTUREREPORTCARD.ORG/ALABAMA



A facilitated discussion among representatives in Jefferson County to identify stormwater infrastructure challenges and collaboratively envision solutions

connection and relationship...

through **Story**

Facts don't convince people in political arguments. Here's what does.

By Stephanie Pappas - Live Science Contributor 9 days ago



ms Tandler / EyeEm via Getty Images)

Address last week, President Joe Biden

stems what



- ▼ **Introduction** – intended to connect you to the audience through a personal story or observation.
- ▼ **Tension** – moves the message from me mentality to a we mentality. Transition statement – “at some point in our lives we all...”
- ▼ **Truth** – once the tension builds, uncover the truth
- ▼ **Application** – the message moves to a you mentality in order to teach the application to the audience.
- ▼ **Landing** – land the message on what the audience needs to know and do with what they’ve heard. The message ends with a me mentality. “I have a greater sense of ... now that...”



Story



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