Communication

THE Best Management Practice

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FAGAN CONSULTING LLC
- 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 requires a process.

Components -
- a sender (talker)
- an intended message
- a medium or forum
- an intended receiver (listener)
“Communication is what the listener does.”

- Peter Drucker
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
Objectives and Key Results

- Retain effective employees
- Retain satisfied clients
- Make new friends while trying new stuff
Employee Effectiveness requires trust
Client Satisfaction requires trust
Growth requires trust

Leadership is influence – nothing more, nothing less.

- Dr. John Maxwell
We can't hope to influence people we aren't willing to hang out with.
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,...
108.04 Prosecution of Work.

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

It shall at all times observe and comply with all such laws,...
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
HOW?

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

- Mark Baker
“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.
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

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
- **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...”