



Communication

THE Best Management Practice

Barry Fagan

PE/PLS, ENV SP, CPMSM, CPESC, CESSWI





What is your role?



Barry guides clients at the intersection of natural and built environments. He has done so for the last 30 years. Barry currently leads an Environment & Infrastructure Group For Alabama-based Volkert, where he fulfills part of his personal mission of helping good people get better at managing stormwater. Barry loves dirt, loves water, and enjoys the challenge of keeping the two separated.

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Barry **guides**...

Barry currently **leads** ...

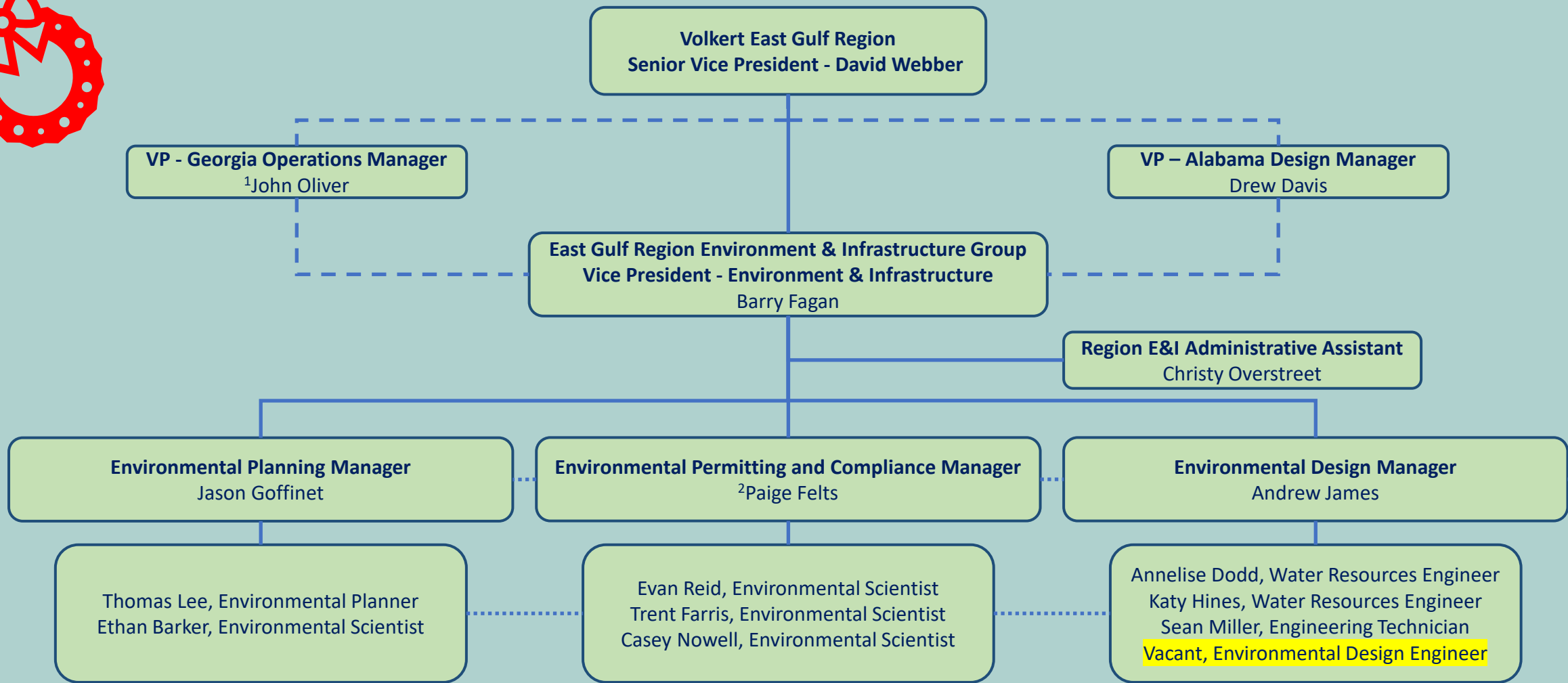
Volkert's Environment & Infrastructure Group **supports**...

Barry's personal mission and expertise are focused on **helping**...

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¹ Georgia environmental technical staff report directly to Georgia leadership in close coordination with regional environmental planning, design, and compliance managers

² Gulf Shores office administration

- lines of supervision
- - - lines of operations and marketing coordination and reporting
- lines of coordination and some technical cross-over

Contract Employees:
Brett Gaar, Sr. Environmental Scientist
Paul Bradley, Sr. Environmental Engineer
Frank Boyd, Wildlife Biologist
Jim Bearrentine, Environmental Engineer (Haz Mat)

Volkert Environment & Infrastructure

Objectives and Key Results



Retain effective
employees



Retain satisfied
clients



Make new friends
while trying new stuff

Weekly Check-In for E&I Group

To be completed at the end of each week.
Please also submit your timesheet.

1. How was your stress level this past week? *

- ☐ Over the top - unhealthy
- ☐ It was a good but hard week - may not be sustainable for too very long
- ☐ In a sweet spot - engaged, challenged, confident
- ☐ Busy - getting the work done
- ☐ Almost bored - just cruisin' along, purpose is elusive

2. Share what went well this past week. *

Share personal/co-worker/project-related wins and important tasks accomplished.

Enter your answer

3. What would help you to be more effective in your work? *

(equipment, software, training, assistance, guidance, direction, connection...)

Enter your answer

4. Share a few major objectives for next week. *

Include tasks to complete, goals to reach, progress to make, places to go, people to meet, ...

Enter your answer

5. How many hours did you work this week? *

(looking for actual hours dedicated to Volkert business)

- ☐ < 39 (perfectly fine if you have PTO available)
- ☐ 40-45 (ideal)
- ☐ 46-50 (sometimes necessary, but less than ideal)
- ☐ 51-55 (work quality and family could be suffering)
- ☐ > 55 (not sustainable, talk to Barry ASAP)

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

- John Spence





TRUST

(our organizations)

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





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“Effectiveness is getting the right things done.”

– Peter Drucker

“Leadership is influence – nothing more, nothing less.”

- Dr. John Maxwell

Trust = Growth = Trust



TRUST

(your program, your project)

- ▼ Contractor Effectiveness requires trust
- ▼ Stakeholder Satisfaction requires trust
- ▼ Growth requires trust





TRUST

(your program, your project)

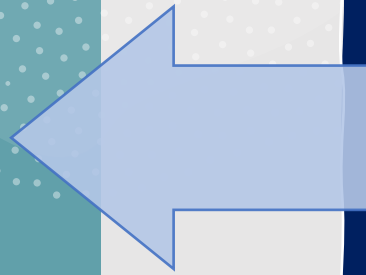
- ▼ Contractor Effectiveness requires trust
- ▼ Stakeholder Satisfaction requires trust
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Getting better every day...

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

We all deserve a measure of understanding and grace.

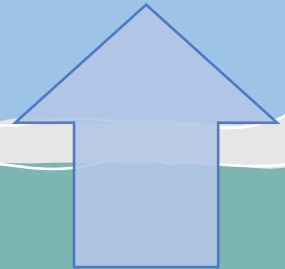
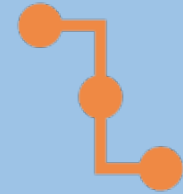
Trust



Relationship



Connection



Communication



Communication

the what



Effective Communication

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



“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



Communication

the how



HOW?



“...the purpose of all communication is to change behavior.”
- Mark Baker



HOW?



▼Whose behavior am I trying to change?

▼How do I want them to behave?

▼What can I say to them that will motivate them to behave this way?



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

- John C. Maxwell





A key to understanding and response is accurate translation.

1. Listen to understand.
2. Speak to be understood.



- ▼ Simplify the message.
- ▼ See the person.
- ▼ Show the truth.
- ▼ Seek a response.

- John C. Maxwell

Are we being clear?
Are we really that good?



*The key to accurate translation of effective two-way communication is
high trust.*

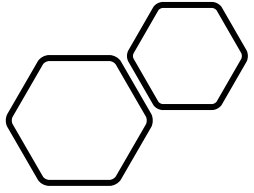
- Stephen Covey

Choose communication to gain trust.

Choose to trust to enhance communication.



Poll: In order to effectively address construction stormwater, one must manage (in order of effectiveness) -



The **Five Pillars** of Construction Stormwater Management

Decreasing effectiveness

Increasing cost of implementation



...think, and put things in order of importance...

- John Maxwell

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Simplify your message.

Be clear.

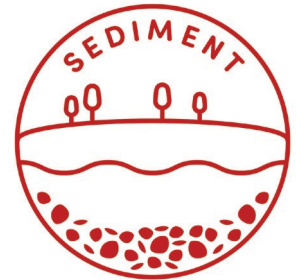
Give them something to feel, to remember, and to do.

Make it memorable (memorable = portable = memorable)



The **Five Pillars** of Construction Stormwater Management

1. **Manage Communication**
2. **Manage Work**
3. **Manage Water**
4. **Manage Erosion**
5. **Manage Sediment**

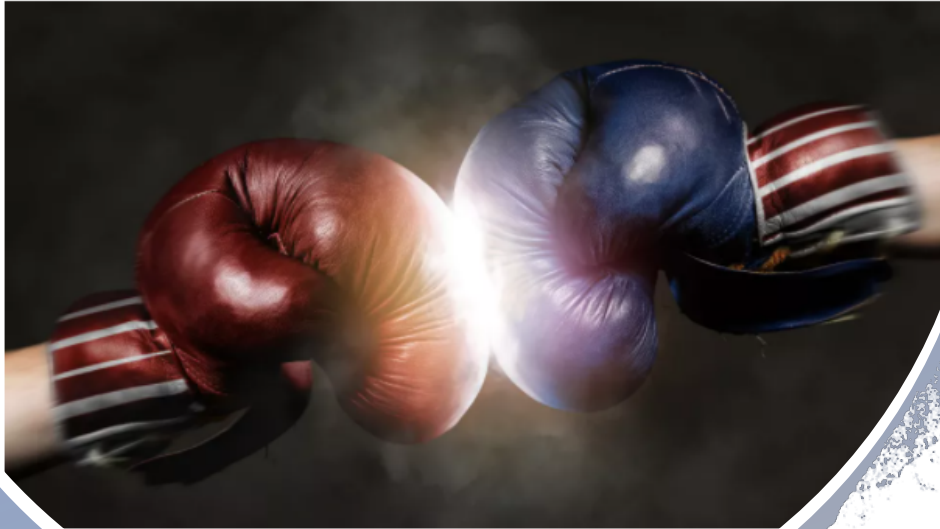


connection and relationship...

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)

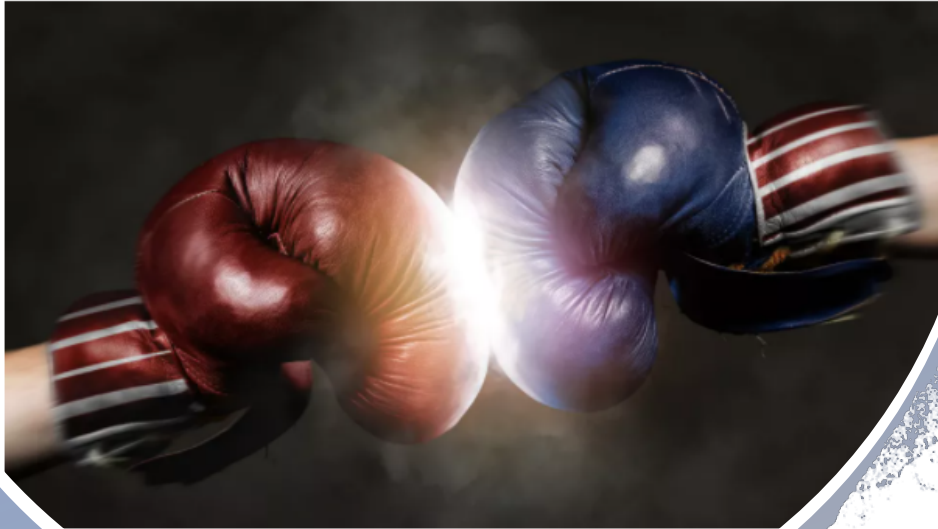
Address last week, President Joe Biden



Story

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stated that

- ▼ People can always come up with a way to doubt or discount facts.
- ▼ Personal experiences are harder to argue away.



- ▼ **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..."



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