



NORTH CAROLINA

Department of Transportation

Communication Breakout

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Connecting people, products and places safely and efficiently with customer focus, accountability
and environmental sensitivity to enhance the economy and vitality of North Carolina



Agenda

How are we going to spend our hour together

- Guided panel discussion of communication
- Review actual communication examples with panel reactions and audience participation
- Summarize group's best practices



How do we communicate?

What tools do we use and how effective are each?

- What is your preference?
- How do you react to each?
- All have their place, with the exception of...



Communication then Documentation

Written communication, aka Documentation is required at times

- Who likes to receive a hard decision without knowing it is coming?
 - e.g.
 - 1) I'm filing a claim
 - 2) You're shut down
- These can be difficult however a call and explanation may help in understanding why hard things must happen.
- If we can really listen and understanding each other's positions, we can begin problem solving instead responding.
 - "Listen to me, don't just hear me"



What is the goal of communication

To speak or to listen?

- To tell someone what I want them to hear?
- To hear someone speak about an issue?
- To respond to someone speaking?
- To have an open and honest, mutually respectful conversation about an issue in hopes of a mutually agreeable resolution?
- How can that be?
 - Through listening to understanding and then responding.



Good communication techniques

People are different and so are their communication skills

- Response time
 - Have I asked when someone needs a response?
 - Have I advised when I need a response?
 - What is the effect of no response?
- Is this a contractual issue that requires written documentation?
- How many emails have I sent?
- How else have I documented my attempt RFI?



Disagreements are inevitable

But anger is not

- Do you agree with your significant other or best friend all the time?
Of course not... but you don't break up
- Can we apply that same logic to our contractual conversations?
- Can we occasionally just have a conversation about family etc. without project related issue?
- How we begin our correspondence can set the tone for the response.

What are your "fightin' words or phrases?"



"It's not what you say, John,
it's how you say it."

Disagreements are inevitable

What do we disagree about?

- What cause the most frequent disagreements/friction?
- What causes the most difficult/contentious?
- What can we agree to at the beginning of project to reduce these?



Thank you!

