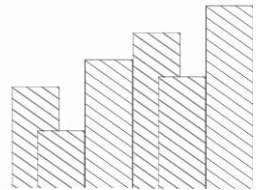


Developing Effective Communication Skills for AEC Professionals

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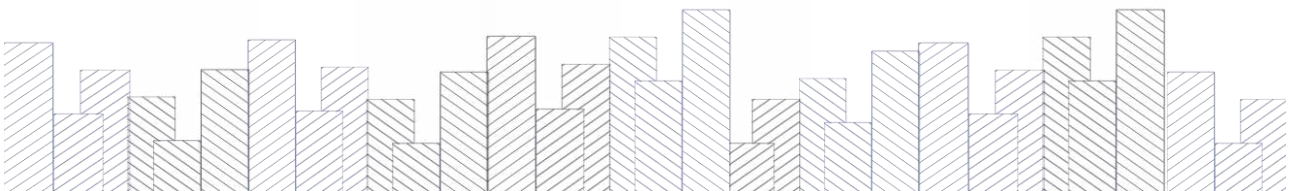


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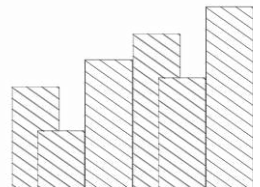


Learning Objectives

Purpose: To help you develop effective communication skills and collaborate better with others.

In this session, you will learn:

- Effective Communication Fundamentals
- Nonverbal Communication Strategies and Likeability
- Listening and Responsiveness
- Benefits of Collaboration
- 9 Strategies to Effective Collaboration



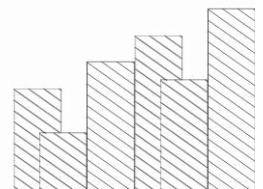
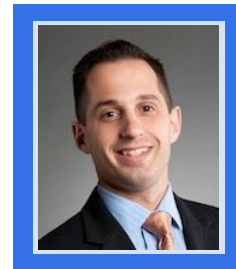
“Communication is a skill that you can learn. It's like riding a bicycle or typing. If you're willing to work at it, you can rapidly improve the quality of every part of your life.”

Brian Tracy



Introduction – Anthony Fasano, PE

- B.S. & M.S. in Civil Engineering
- Licensed Professional Engineer
- Found success at a reputable firm at a very young age
- Attended iPEC – the top ranked executive coaching school in the world
- Wrote the best-selling book *Engineer Your Own Success* and started providing career coaching and speaking services to engineers





Effective Communication Fundamentals



Poll Question:



What describes your current role?

1. I'm not managing any people or projects.
2. I'm currently managing people and not projects.
3. I'm currently managing projects and not people.
4. I'm currently managing both projects and people.





Forms of Communication



Project / Team Communication

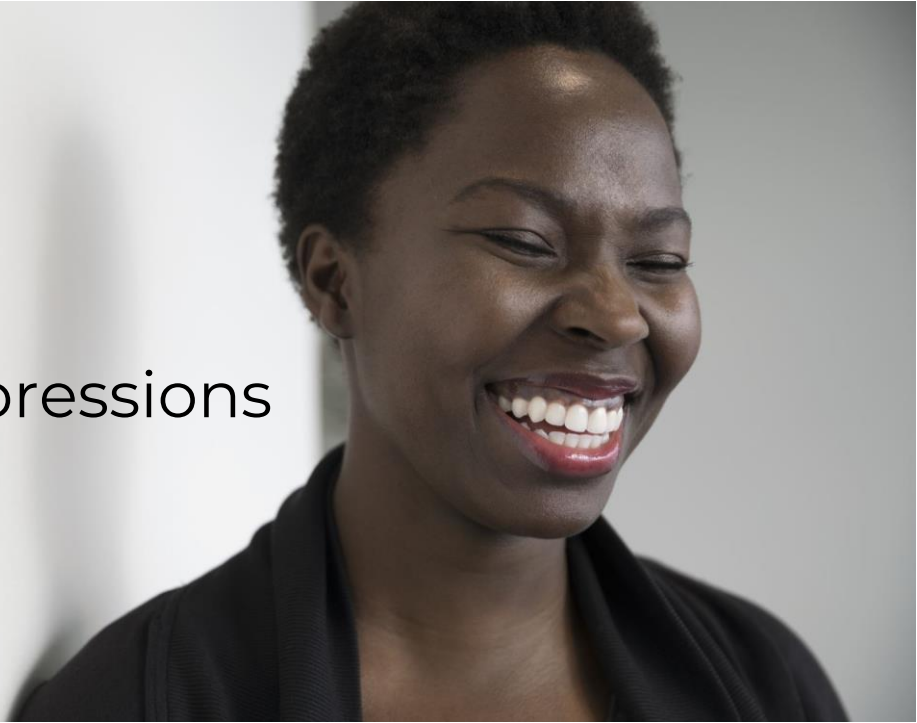




Nonverbal Communication Strategies and Likeability



Facial Expressions

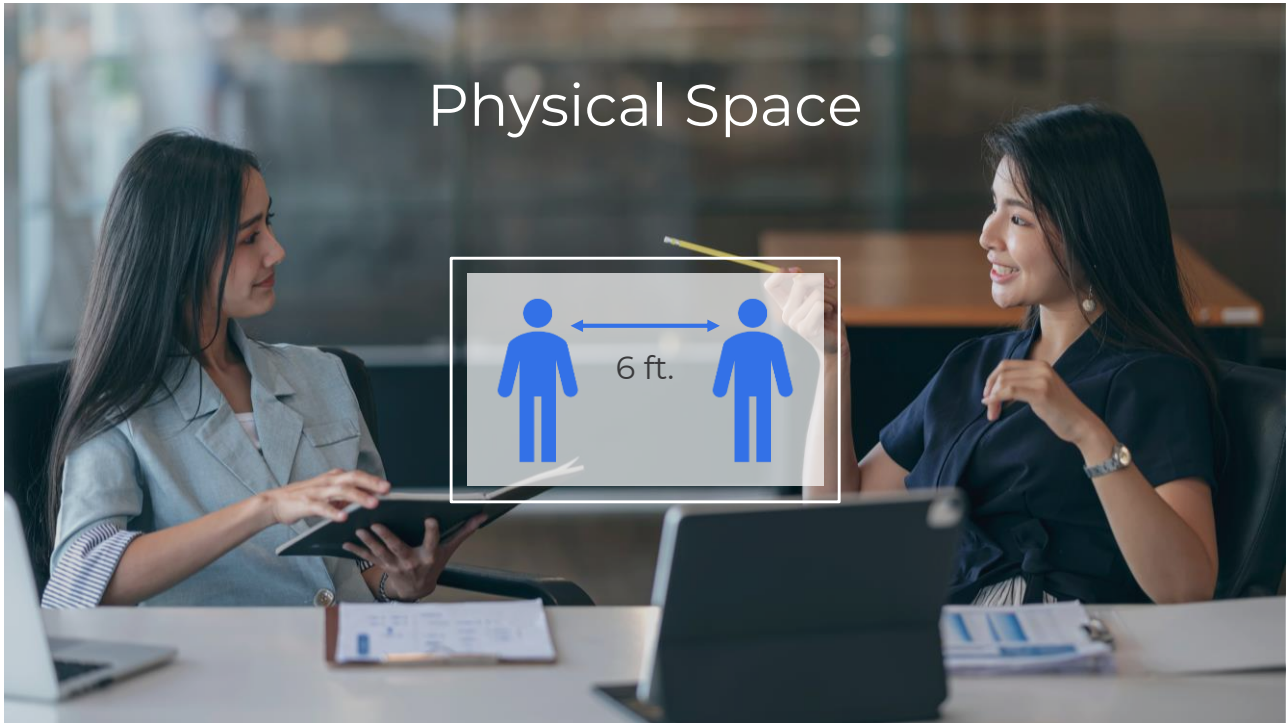


Body Movement and Posture





Physical Space



Tone of Voice





Good Manners

Increase Likeability

Earn Respect



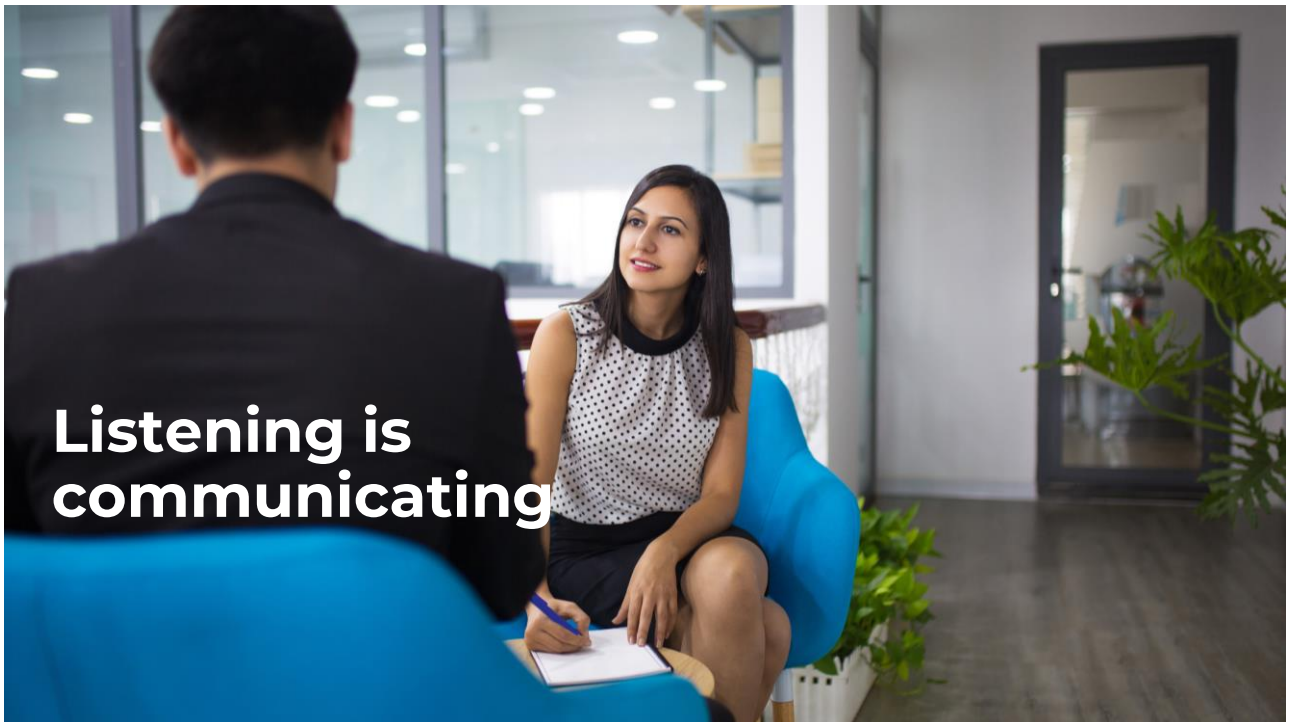
**Listening and
Responsiveness**





***“When people talk, listen completely.
Most people never listen.”***

Ernest Hemingway



**Listening is
communicating**

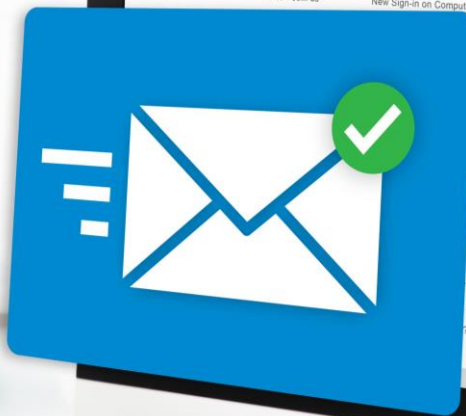
2-Strategy Framework

01 >> Listen for Silence

02 >> Acknowledge People



Responsiveness



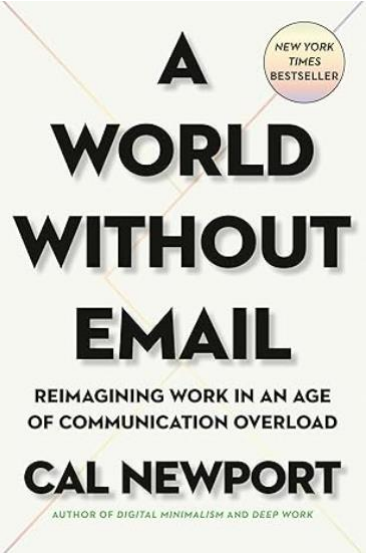
what IF...



**Responsiveness
Impacts
Reputation**



**WITH OR WITHOUT
AN ANSWER!**





Benefits of Collaboration




Poll Question:



Typically, I am in the office

1. Once a week
2. Two times a week
3. Three times a week
4. Four times a week
5. Five times a week
6. Never







Synergy


**Foster
Creativity and
Learning**

**Blends
Complementary
Strengths**

Builds Trust



9 Strategies to Effective Collaboration





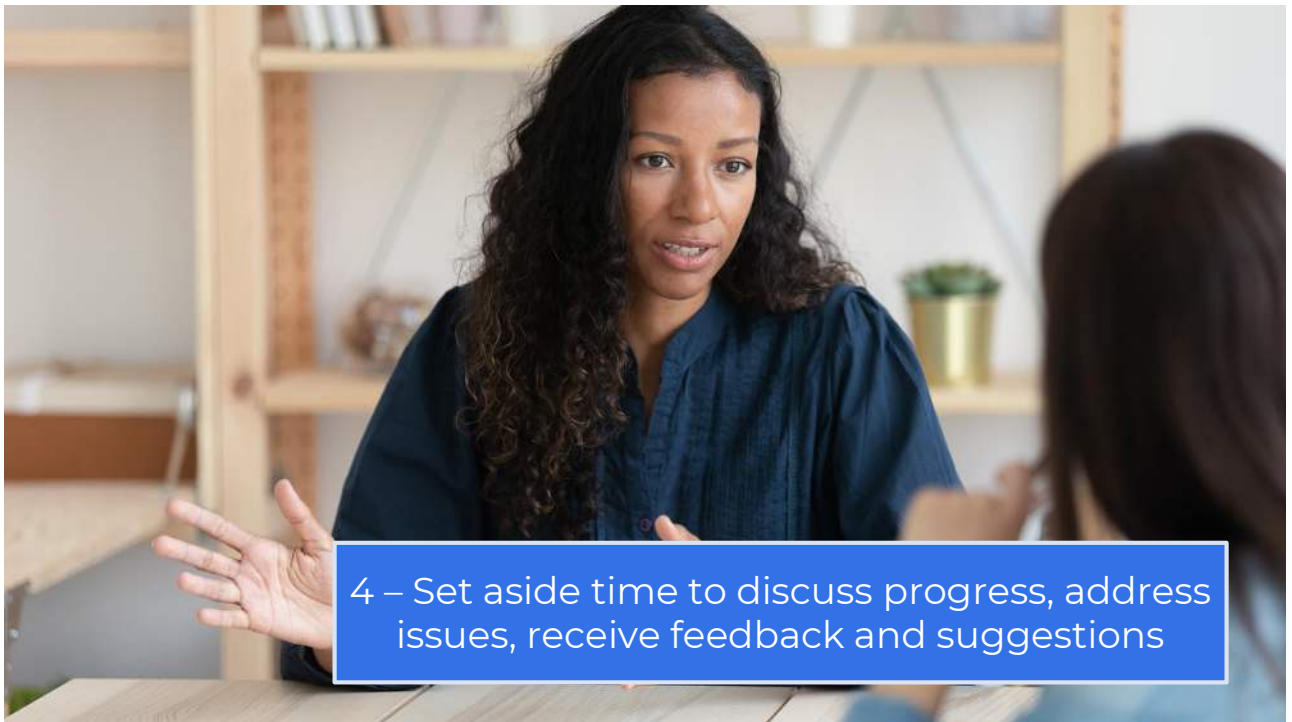
1 – Know your co-workers



2 – Define clear roles and responsibilities and communicate expectations



3 – Define and discuss specific goals



4 – Set aside time to discuss progress, address issues, receive feedback and suggestions





7 – Include every person on the team



8 – Be open (Open Door Policy)



Summary

- Effective Communication Fundamentals
- Nonverbal Communication Strategies and Likeability
- Listening and Responsiveness
- Benefits of Collaboration
- 9 Strategies to Effective Collaboration



QUESTIONS / DISCUSSION

Developing Effective Communication Skills for AEC Professionals

Presented for:

