



TUALATIN VALLEY
WATER DISTRICT

**TEAMED UP! KEEPING PEOPLE
INFORMED AND AT THE VIRTUAL
DECISION-MAKING TABLE
TIPS FOR PROJECT MANAGEMENT &
COMMUNICATION**

Nicholas Augustus, P.E., P.M.P.

May 2024

**This is engineering!
Why present about
communications?!**

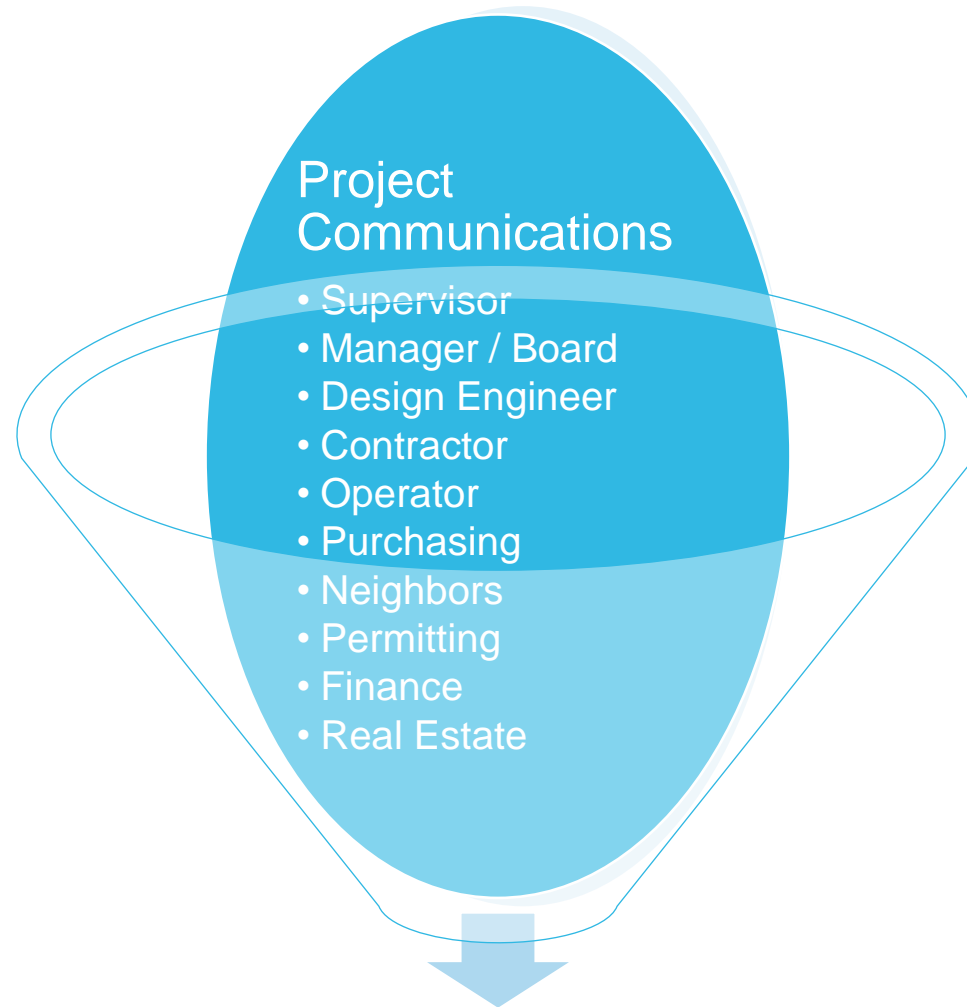


WHO AM I, WHY IS THIS IMPORTANT TO ME?


- My background
- Expert? Absolutely not! I am an engineer...
- PM's must be good communicators to be effective



PROJECT MANAGER COMMUNICATIONS



SAME PAGE?

- Design  Construction
- Design: Plan submittals, specification submittals, progress reviews
- Construction: Materials, cost spend / time is money, inspections
- Trust / Relationship building
 - Building the Team!
 - Experiences in team building
 - Design-build versus Design-bid-build can be a challenge
 - Partnering sessions, working together
 - Business orientations and understanding goals---- TRUST!

BUILDING THE TEAM

- Trust
 - “You can’t have success without trust. The word trust embodies almost everything you can strive for that will help you to succeed.” – Jim Burke, Former Chairman and CEO, Johnson & Johnson
- Be transparent
- Actively listen
- Set clear expectations
- Follow through on commitments
- Empower the team
- Lead by example



This Photo by Unknown Author is licensed under [CC BY-NC-ND](https://creativecommons.org/licenses/by-nc-nd/4.0/)

COHESIVE TEAM

- Trust
- Openness
- Assuming good intent
- Willing to push each other
- Willing to accept constructive criticism
- Don't forget to have fun!



MAINTAINING THE TEAM



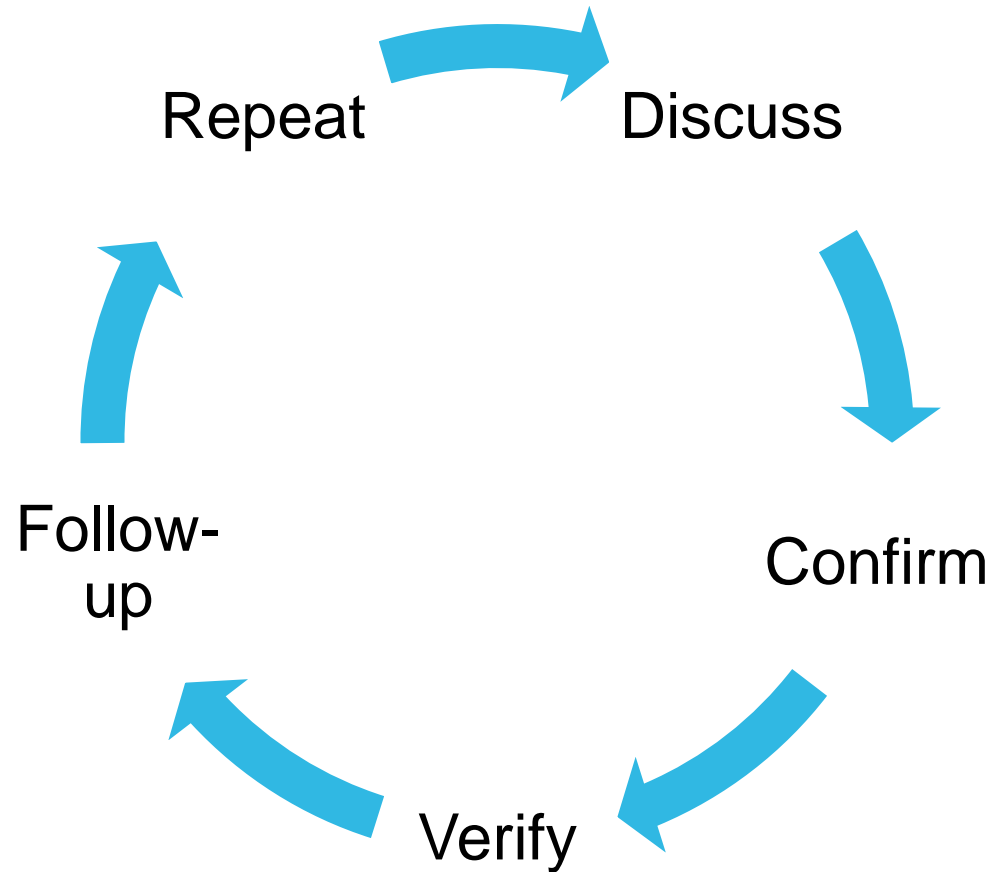
This Photo by Unknown Author is licensed under [CC BY-SA](#)

- Celebrate Successes
- Address conflict promptly
- Invest in relationships
- Provide support & resources
- Willing to Pivot!
- Team communications
 - Good or bad – depends on how the message is received at times.
- Coaching similarities

MAINTAINING THE TEAM

- Emotional intelligence
 - “You cannot make up for soft skills with hard work” – Anthony Mersino (Emotional Intelligence for Project Managers)
 - According to Mersino, EQ can help PMs to:
 - 1- Develop stakeholder relationships
 - 2- Anticipate and avoid emotional breakdowns
 - 3- Deal with difficult team members & manage conflict
 - 4- Leverage emotional information to make better decisions
 - 5- Communicate more effectively
 - 6- Create a positive work environment and high team morale
 - 7- Cast a vision for share project objectives that will attract, inspire, and motivate the project team

PROJECT COMMUNICATIONS



- Iterative process to stay on same page
- Preparation for meetings & agendas (manager / do-er)
- Facilitating conversations that need to happen
- Are goals and objectives clear for everyone?

PROJECT MEETINGS

- How often? Format / agenda?
- Burnout versus information distribution
- Online vs. in-person
- Effective Meetings
- Preparation



This Photo by Unknown Author is licensed under [CC BY-SA-NC](https://creativecommons.org/licenses/by-sa/4.0/)

TOOLS OF THE TRADE



- Pre-2020
- 2020 changes
- Current tools
 - Work from home ability
 - Pros- Team together from various locations
 - Cons- Who has ever said on Teams, “sorry can you repeat the question?”
Don’t be “that guy”
- Future tools
 - Add virtual rooms with Oculus?
 - 3D moving to 4D
 - AI assistance with every day tasks

STAYING TEAMED UP!

- Regular communication
- At least partial in-person
- Construction: Material submittals, RFIs, Change Directives, Change Orders, Notices of Change, Time Tracking, Up-to-date plans, Permit Requirements, Etc.
- Bluebeam reviews
- Use visual aids



WRAPPING UP

- Safe space for ideas, ok to have discussions, not everyone's ideas will move forward.
- Trust in the team!
- Voice your opinion, and keep communication channels open.
- PM must be the center of the communication, and needs to help the flow of information. PM's must be good communicators!

“Say what you’re going to do, then do what you say you’re going to do. Make commitments carefully and keep them. Make keeping commitments the symbol of your honor.” – The Speed of Trust, Stephen M.R. Covey



TUALATIN VALLEY
WATER DISTRICT

QUESTIONS??

Nicholas Augustus, P.E., P.M.P.

Nick.Augustus@tvwd.org