

Communications

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- Education:
 - BS Construction Management -- Long Beach State
 - MS Management & Administration – Central Michigan University
 - Ph.D. Engineering Management – Columbus University
- Employment:
 - 2010 – Present - Visiting Professor USM School of Construction
 - 2010 – Present – LGM International, President
 - 2013 – Present – Jacobs Engineering, Business Manager
 - 2012 – 2013 – IHI E&C International, Technical Manager Project Controls
 - 2010 – 21012 - Kvaerner, Technical Manager Project Controls
 - 2007 – 2010 IMTC-MEI, Vice President International Operations
 - 2006 - 2007 ConocoPhillips Russia Caspian, Project Services Manager
 - 2006: Parsons Iraq, Project Controls Manager
 - 2005 - 2006: KBR PCO Oil Iraq, EVMS Manager
 - 2004 - 2005: Krump Construction, Project Manager
 - 2002 – 2004: KDG, Project Controls Manager
 - 1990 – 2002: Bechtel International, Project Controls Supervisor
 - 28 Years Experience in Project Controls and Management
- Professional Certifications:
 - FAACE, Certified Cost Professional, Estimating Professional – AACE
 - Chartered Surveyor MRICS – Royal Institute Charter Surveyors

about me: been photographed in red dress running for orphanage charities in 10 countries, having supported the raising of more then \$1 million in donations!

Introduction



- Introduction to Communications
- Effective Communication
- Introduction to Ethics
- Concluding Thoughts
- References





1. Introduction to Communications

What is Communications in Industry



- Communication is a pipeline in which information is transferred from one person to another.
- Communication Defines you as a manager.
- Communication is Mental and Physical.
- Communication in the industry is reliant on individual, teams and organizations.





- Language
- Social Media
- Interactive
- MMS
- Fax
- E-mail
- Written Correspondence
- Webinar
- Presentations



- Convey
 - **Facts**
 - **Feelings**
 - **Values**
 - **Opinions**
- Interpersonal Communications are considered
 - **Subjective**
 - **Value Driven**



- Communications & Team Building
- *Customer Relationships*
 - **Know and manage customer expectations**
 - **Communicate progress**
 - **Resolve conflict as necessary**





- *Team Building:*
 - Teams are dynamic
 - Teams must be built
 - Teams must be sustained





INPUTS

- **Communication Plan**
- **Narratives**
- **Scope**

TOOLS

- **Phone**
- **Fax**
- **Computer**
- **Website**
- **Database**

PRODUCTS

- **Status Reports**
- **Reviews**
- **Lessons Learned**



Effective communication is critically dependent on the ethics within the organization.

Who you said it to!

What you said!

How you said it!

Why you said it!



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All corresponds to the ethical feeling that the organization has and can this be communicated effectively between the respective parties.



2. Introduction to Ethics



- The business of the modern world, for better or worse is business. Unless we learn to conduct business in ways that sustain our souls and the life supporting web of nature, our future as a species is dim.
 - **Peter Barnes, Former President, Working Assets Long Distance (Now CREDO Long Distance)**



- Pfizer
- Goldman Sachs
- Bernie Madoff
- WorldCom
- Enron
- Martha Stewart
- Qwest
- Tyco
- Parmalat
- Fannie Mae
- Freddie Mac
- DoD - Iraq





- Reasons for Shifting Ethics for Organizational Leaders
 - Risk Management
 - Organizational Functioning
 - Market Positioning
 - Civic Positioning



- How bottom line is positively impacted
 - Revenue Increase
 - Fair
 - Honest
 - Marketing
 - Trustworthy
 - Responsive
 - Accountable
 - Respectful





- What are the Ethical Dilemmas you may face?
 - **Justice vs Mercy**
 - **Truth vs Loyalty**
 - **Individual vs Community**
 - **Short Term vs Long Term**



Concluding Thoughts



- Communication
 - Written
 - Spoken
 - Clear, Concise, and Direct
 - Confirm with your audience
- Ethics
 - Comes from within
 - A required skill
 - Ethics Communication
 - Organizational Ethics



Ethics

Ethics in business
moral principles
rules and regulation
of right conduct rec
values that guide t

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References – Books & papers



- Skills and Knowledge of Cost Engineering, 5th edition, AACE
- Case Studies in Organizational Communication, 2nd edition, Steve May, Sage Publications
- Communication in Construction Theory and Practice, 1st edition, Andrew Dainty & Charles Moore, Taylor & Francis
- Organizational Rhetoric, 1st edition, Charles Conrad, Polity Press

References - Websites



- AACEI Web Site
 - www.aacei.org
- PMI – College of Performance Management (CPI)
 - www.pmi.org
- IPMA – International Project Management Association
 - www.ipma.ch
- IABC - International Association of Business Communicators
 - www.iabc.com

QUESTIONS/COMMENTS?



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