Communications

Sean T Regan, Ph.D., FAACE, CCP, CEP, MRICS

AACE International

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Sean T. Regan, Ph.D. FAACE, CCP, CEP, MRICS



- 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
- Charted 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



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





1.Introduction toCommunications

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.



Global Communications





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

Interpersonal Communications



- Convey
 - -Facts
 - -Feelings
 - -Values
 - -Opinions

- Interpersonal Communications are considered
 - -Subjective
 - -Value Driven

Communications



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



Team Building



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

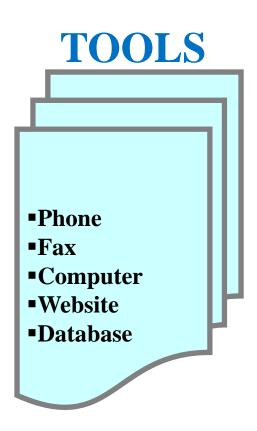


Communications Tools



INPUTS

- •Communication Plan
- •Narratives
- •Scope



PRODUCTS

- •Status Reports
- •Reviews
- •Lessons Learned

Communication Translate to Ethics

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!



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



2. Introduction to Ethics

Business 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)

Business Ethics – Examples of Bad Decisions



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



Shifting Ethics





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

Ethics Impact Bottom Line



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



Ethical Dilemmas



- 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





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- 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

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 - 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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