# Effective Communication

Dan Hurtado, P.E.

**FDOT** 

Director, Office of Construction

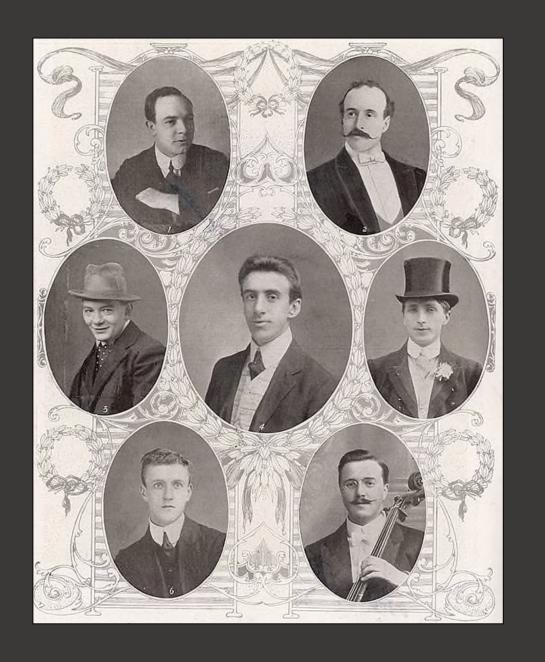
Each of you should be: quick to listen, slow to speak, and slow to become angry Our nature is to talk first and listen later

Anger becomes a tool of negotiation

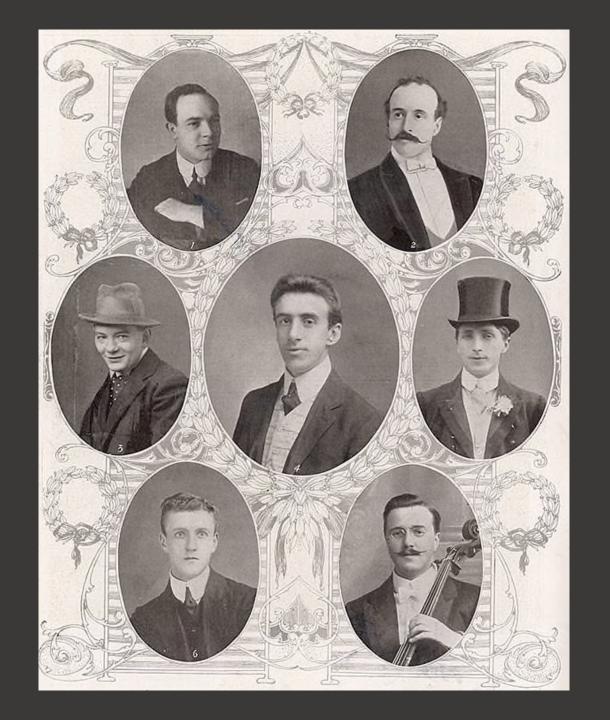
Financial issues raise emotions and bring out our worst

Stressful situations need calm and cooperation but, make it difficult





John Clarke – Bass
Percy Taylor – Cello
Georges Krins – Violin
Wallace Hartley – Violin
Theodore Brailey – Piano
John Hume – Violin
John Woodward – Cello
Roger Bricoux – Cello



### April 15, 1912



### The New York Times.

THE LET. NO CLASS

ONE COM ACCOUNTS AND ASSESSMENT

### TITANIC SINKS FOUR HOURS AFTER HITTING ICEBERG; 866 RESCUED BY CARPATHIA, PROBABLY 1250 PERISH; ISMAY SAFE, MRS. ASTOR MAYBE, NOTED NAMES MISSING

Col. Astor and Bride. Isidor Straus and Wife. and Maj, Butt Aboard.

### "BUTE OL 20", ESTTEMED

Nomen and Children Pub Day In Lifeboors and Are Trapposed to be Sure on Corpolitio.

PICKED UP AFTER & HOURS

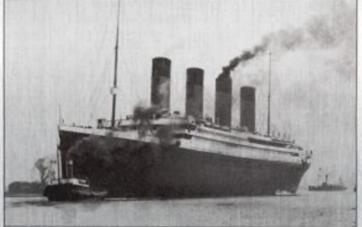
Venned Salar Salar of Street Sta-Stilling for Stones of Bits Follow and Leaves Woming.

PRESIDENT WOPERUS, BUS, ON

Margaret of the Line Incident Photo Wal Switted Pers After fire Had Gree Street.

Suppose Strip That, Wen to Names All Offices

CAPT, L. J. SMITH



The Lost Titanic Being Towed Out of Belfast Harbor.

### PARTIAL LIST OF THE SAVED.

sales Brigge Greeny, Mrs. Wildower, Mrs. H. B. Charrie, and are few Mirt. Artes's.

to the Bottom at 2:20 A.M. BESIGNERS THERE TOO LATE

Biggest Liner Plunges

Exempt in Plats Up the Few Nonstress little flook to the Elitours.

WOMEN AND CHILDREN HART

Coverdor Corpolito Rusting to Arm Tark with the Smoon.

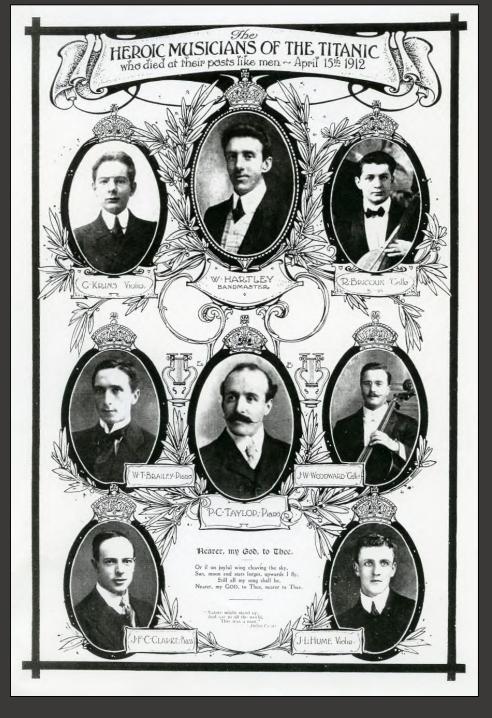
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and passagers, wool of the letter

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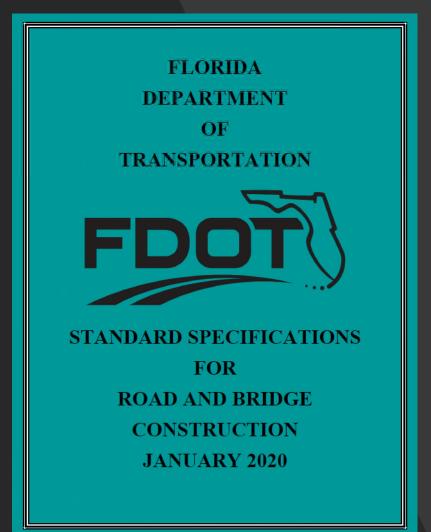
### Set the Tone

- Model the behavior you want others to follow
- Give what you want to get
- Lead by Example
- You cannot be rational and emotional at the same time
- Think before you hit "SEND"
- 2 Email rule
- Lincoln's unsent letters

Washington July 14 , 1863 Major General Meado I have just seen your despated to Gen. Hallack, asking to be relieved of your come many because of a papposen censur of mine of am very-very- grateful to you for the magnificient success you gave the cause of the country at getty burg and I am sory now to be author of the slighter painto your But I was in such cleeps disting my self that I could not pertiain some aspression of it - I have been offressed near, some pines the halters at Bettysting, by what appearin to be surdences that you peg, and Gen. Corch, and Gen, Smith, was not seek ing a colliner with the every, but wer trying to get him seron The pion weekent another battle. What them evidences were, if you please, I hope to tell you at some line, when we shall look feel better. The case, pure many states is this you fought and heat the energy at Gettyling; and, of course, to pay the least, his loss was as great as your the retreation; and you dise not, as it prement to my premings raises him; but a floor in the win detained him, till by plan degrees, you were again whom him. you have at least livery there

## Play the Music

- Focus on the work, not the debate
- On day one, we all want the same thing
- Build the project, not your case
- Work to inform, not to persuade
- Keep the project moving forward
- Find (or be) a mentor



## Play as a Team

- It's not about you
- Make a positive name for your industry
- Work for "Win Win"
- When you "win", the project loses
- When the project loses, we all lose
- Be Humble



## Leave a Legacy

- Issues are inevitable
- Conflict is avoidable
- Open your ears
- Close your mouth
- Keep your cool
- Be safe!

