

Effective Communication

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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



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

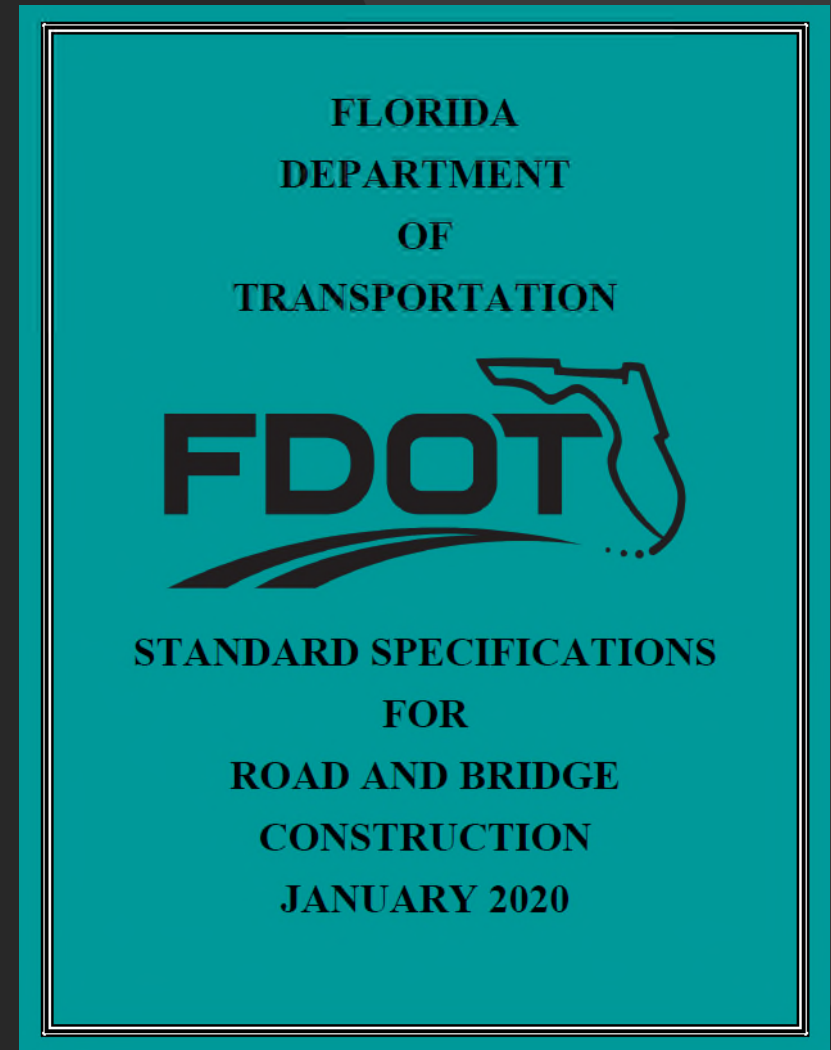
Washington, July 14, 1863

Major General Meade

I have just seen your despatch to Gen. Halleck, asking to be relieved of your command, because of a supposed censure of mine. I am very-very- grateful to you for the magnificent success you gave the cause of the country at Gettysburg; and I am sorry now to be ^{the} author of the slightest pain to you. But I was in such deep distress myself that I could not restrain some expression of it. I had been offended many, ever since the battle at Gettysburg, by what appeared to be evidence, that you, and Gen. Couch, and Gen. Smith, were not seeking a collision with the enemy, but were trying to get him across the river without another battle. What the evidence was, if you please, I hope to tell you at some time, when we shall both feel better. The case, however, stands as this. You fought and beat the enemy at Gettysburg; and, of course, to pay the least, his loss was as great as yours. He retreated; and you did not, as it seemed to me, pursue him; but a flood in the river detained him, till, by slow degrees, you were again upon him. You had at least twenty thousand

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!

