

Communication

THE Best Management Practice



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Communication...

is hard.

is essential.

is a learned skill.



ROLL SESSION

60-minute group lesson focuses on the technique of the whitewater roll
Up to 8 people per group

Prerequisites: Ability to perform a wet exit and must be able to hold breath for at least 10 seconds

\$55 per person

[BOOK NOW](#)

MAKING THE CONNECTION

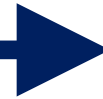
mission → activities → *potential* impacts → *environmental* responsibilities



The **Five Pillars** of Construction Stormwater Management

Decreasing effectiveness

Increasing cost of implementation



Supporting infrastructure delivery at the intersection of
built and natural environments

[CONTACT US](#)



leadership is influence



Supporting infrastructure delivery at the intersection of
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Communication

the why



Communication

the what



Facilitative Quiz



- ▶ ALDOT has a high degree of intentionally open and honest communication.
- ▶ Most ALDOT employees understand the importance of effective communication.
- ▶ ALDOT has a reputation of effectively communicating with the people we serve.
- ▶ Change at ALDOT is accompanied by ample and effective communication efforts.

Effective communication happens when an intended message is received and understood by an intended receiver.



Effective Communication

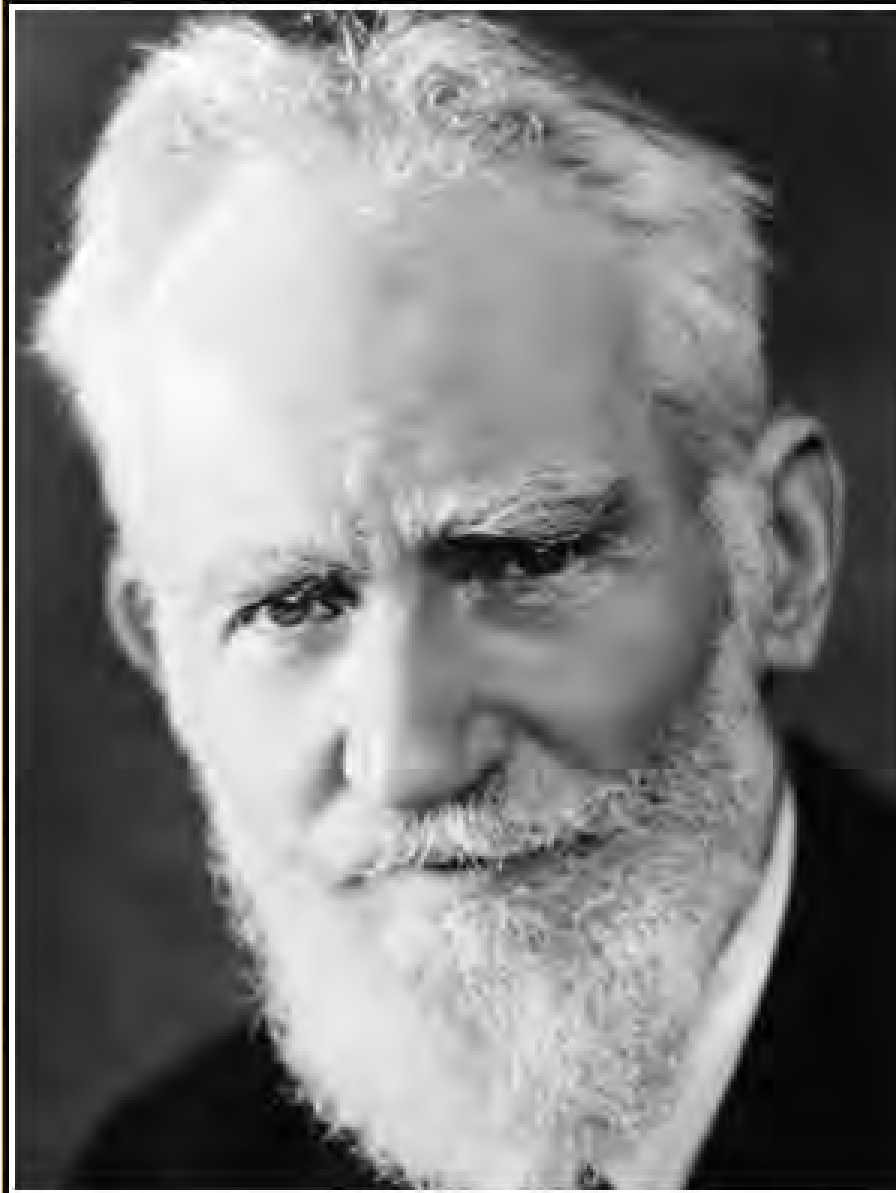
“Communication is
what the listener does.”

- Peter Drucker

D. O. T

Please stop the
water & mud from
coming through.
This depression &
into our yard.
Thanks





The single biggest problem in
communication is the illusion that it
has taken place.

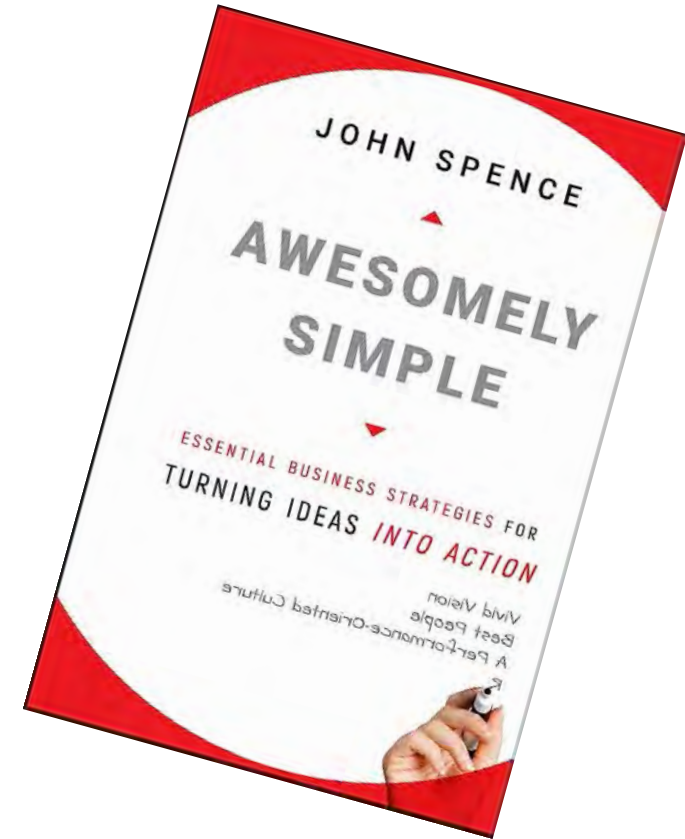
— *George Bernard Shaw* —

How am I doing?

“... a lack of open, honest, robust, and courageous communication.”

- John Spence





1. Lack of a well-communicated vision
2. Lack of courageous communication
3. Toleration of mediocrity due to the lack of communication
4. Poor execution of key plans and ideas due to the lack of communication

Effective Communication

the how





TRUST

(our organizations)

- ▼ Employee Effectiveness requires trust
- ▼ Client Satisfaction requires trust
- ▼ Growth requires trust

Leadership is influence –
nothing more, nothing less.

- Dr. John Maxwell



TRUST

(your program, your project)

Getting better every day...

- = my heart is in the right place
- = I care about some of what you care about
- = I am human
- = I can make mistakes, same as you

We all deserve a measure of understanding and grace.



TRUST

(you)

We can't hope to influence people we aren't willing to hang out with.



How we treat people matters.



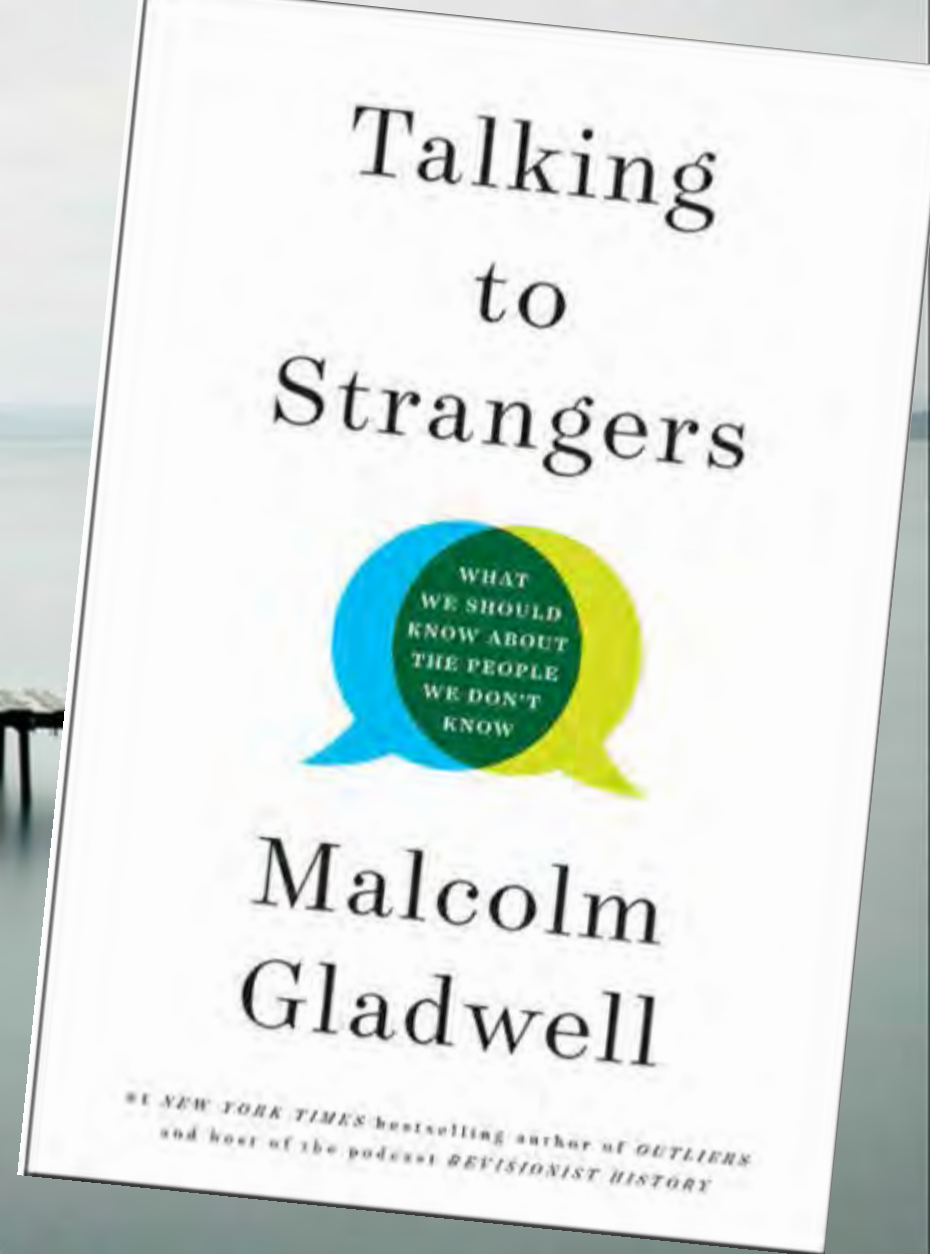
expectation – trust – trustworthiness

- Honesty
- Transparency
- Empathy
- Courage
- Inspiration



expectation.

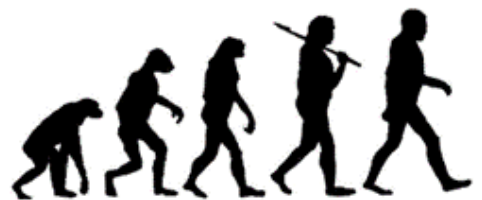
- first assume positive intent
- leverage endorsement
- offer grace
- be consistent
- become a partner
- communicate reality



“Every time you speak to people, give them something to feel, something to remember, and something to do.”

- John C. Maxwell



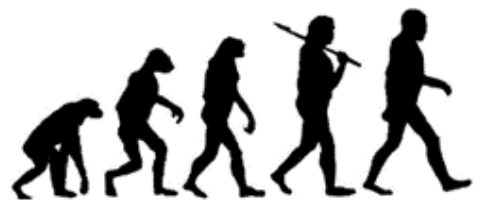


The **Five Pillars**

Memorable and Portable

of Construction Stormwater Management





The **Five Pillars**

of ~~Construction~~ Stormwater Management

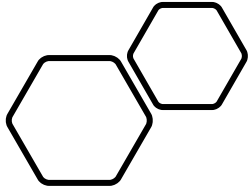


Construction Stormwater

Post-Construction Stormwater

1. Manage Communication
2. Manage Work
3. Manage Water
4. Manage Erosion
5. Manage Sediment

1. Manage Communication
2. Manage Behavior
3. Manage Water
4. Manage Pollutant Source
5. Manage Pollutant



Mantras of The **Five Pillars**



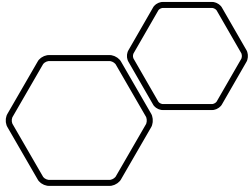
“*THE* Best Management Practice.”

“Contractors can do anything we ask them to...”

“_____ is dumb – we get to tell it where to go and how fast to get there.”

“Green is good.”





Mantras of The **Five Pillars**



“*THE* Best Management Practice.”

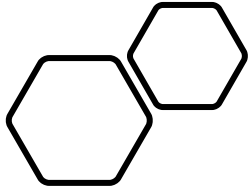
“Contractors can do anything we ask them to...”

“Water is dumb – we get to tell it where to go and how fast to get there.”

“Green is good.”

“_____ control alone is ineffective.”





Mantras of The **Five Pillars**



“*THE* Best Management Practice.”

“Contractors can do anything we ask them to...”

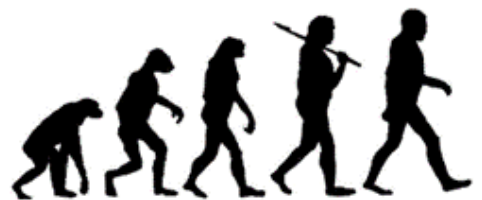
“Water is dumb – we get to tell it where to go and how fast to get there.”

“Green is good.”

“Sediment control alone is ineffective.”

“Dredging sucks.”





The **Five Pillars**

of Construction Stormwater Management

1. **Managing Communication**

includes all efforts to convey information among project stakeholders to increase effectiveness in project planning, design, and implementation.





Managing Communication.



- ▼ Policy, Procedures, and Documentation
- ▼ Construction Stormwater Permit Coverage
- ▼ Compliance Verification and Reporting
- ▼ Environmental Commitment Awareness



MANAGING COMMUNICATION Measures and Practices

- ▼ Policy, Procedures, and Documentation
 - Contract Documents
 - Design and Construction Guidance
 - Design Review Coordination
- ▼ Construction Stormwater Permit Coverage
 - Stormwater Permit Application and Notices
 - Stormwater Pollution Prevention Plan
- ▼ Compliance Verification and Reporting
 - Stormwater Commitment Tracking
 - Environmental Inspections
 - Environmental Oversight Inspections
- ▼ Environmental Commitment Awareness
 - Environmental Submittals
 - Preconstruction Meetings
 - Environmental Training and Credentialing





Managing Communication.



ASA TABLE TALKS:

Understanding Local Stormwater Challenges & Opportunities



2022 REPORT CARD FOR ALABAMA'S INFRASTRUCTURE

ALABAMA SECTION OF THE AMERICAN SOCIETY OF CIVIL ENGINEERS

ASCE
AMERICAN SOCIETY OF CIVIL ENGINEERS

INFRASTRUCTUREREPORTCARD.ORG/ALABAMA



A facilitated discussion among representatives in Jefferson County to identify stormwater infrastructure challenges and collaboratively envision solutions



Barriers to Effective Communication



External

- Distractions
- Time constraints
- Multitasking
- Interruptions

Internal

- Experience
- Education
- Values
- Beliefs
- Stereotypes
- Culture
- Self-protection
- Attention span

Barriers to Effective Communication



Internal

- Experience
- Education
- Values
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- Stereotypes
- Culture
- Self-protection
- Attention span

“As soon as you realize that something is a problem, you should fix it. Don’t be a dumbass.”

- Dolly Parton on how we should treat others





Group Discussion

- How has your organization's communication culture affected employees?
- How has your organization's communication culture and reputation affected its ability to fulfill its mission?

Group Discussion

- What can you do to help change that culture?





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