

Session Workshop and Discussion

Friday, June 11

Project Communication is Key!

We Cannot TALK Enough

2021 Midwest Facility Masters Conference



Troy W Miller, AIA
Education Focus Leader
Troy.Miller@LHBcorp.com
Cell: 952.448.3357



Kyle Fisher
Director of Facilities, Safety, and Grounds
Eden Prairie Public Schools
Kyle_Fisher@edenpr.k12.mn.us
Cell: 651.235.1248



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Agenda

- The value of communication.
- We don't know what we don't know.
- What are our roles and responsibilities?
- The importance of the meeting.
- Supporting the efforts of others.
- Supporting others.
- The experiences and advice of peer groups.
- Questions and Answers



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What is the Value of Communication?

How will the decisions/experiences of others impact the expectations they have of you?

- ✓ How many will be impacted by this decision?
- ✓ What is their “state of mind”?
- ✓ Are there conflicting priorities?
- ✓ How do you control the narrative?
- ✓ Where can you and others go for information?
- ✓ Do they understand the vision and goals?
- ✓ Is there an understanding of what everyone can control?
- ✓ Always be prepared.
- ✓ You can't be perfect, but you must be honest.



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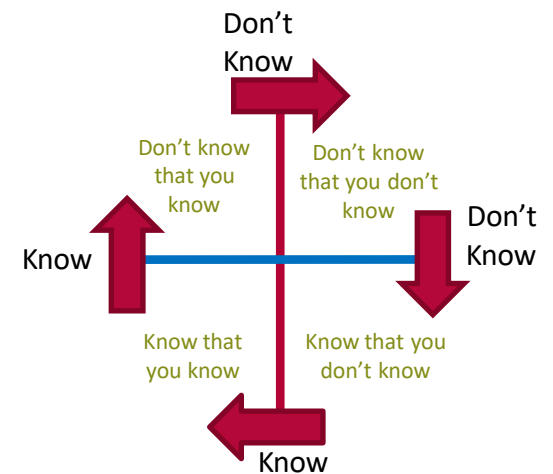
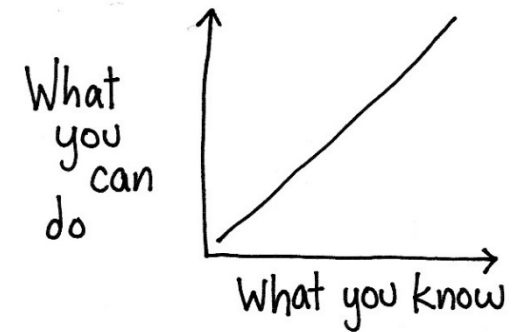
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We Don't Know What We Don't Know

Donald Rumsfeld
February 12, 2002

How many decisions are made each day with just a small piece of information:

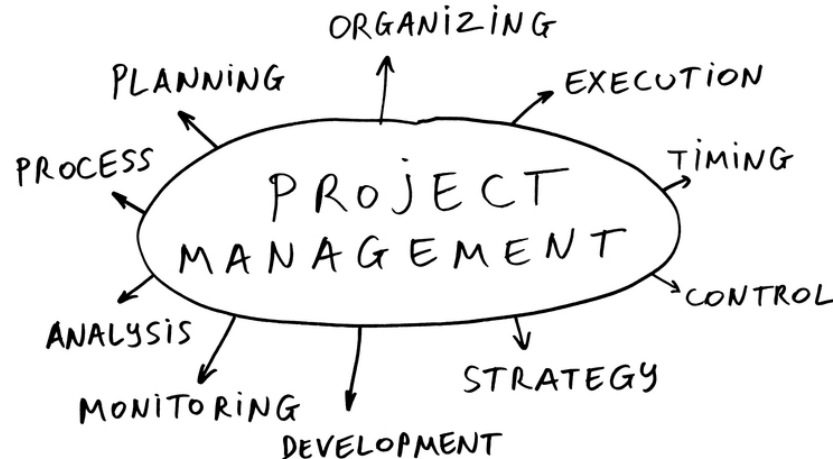
- ✓ It's what I have always done.
- ✓ How was I suppose to know that?
- ✓ No one told me anything different.
- ✓ I don't have time to track everyone down.
- ✓ My plate is full.
- ✓ I am understaffed/not supported.
- ✓ When, Where, Why, and How?
- ✓ I did my job.
- ✓ It's not my job!



What are Our Roles and Responsibilities?

We typically know our roles and responsibilities, but what about those of the rest of the team?

- ✓ Can you help someone be more effective?
- ✓ Can they help you be more effective?
- ✓ Where can you find the time to get to know the team?
- ✓ Who makes the final decision?



The Importance of “The Meeting”

Is the meeting a place to improve the operations of the whole?

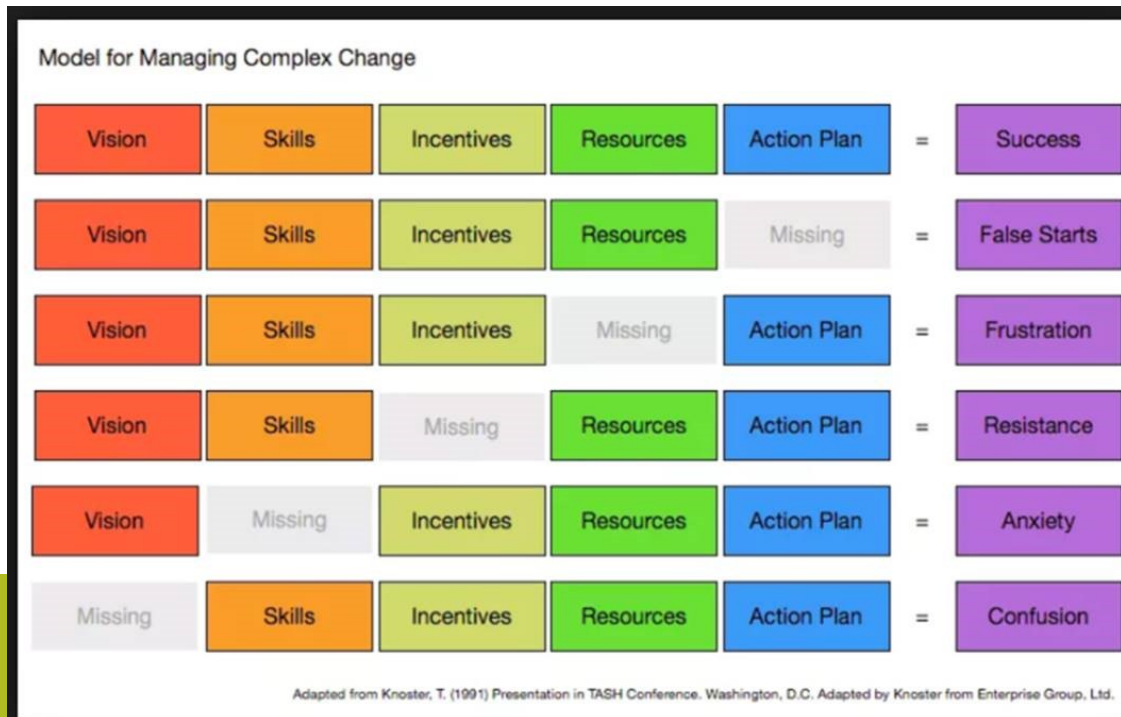
- ✓ Be sure there is a Vision, Goals, and an AGENDA.
- ✓ Was someone missing or needing to be informed?
- ✓ With out Vision, there is always busy work.
- ✓ Does someone dominate discussions?
- ✓ The goal should be to understand how you can help the team.
- ✓ How often should we be meeting?
- ✓ Produce accurate, concise, and timely meeting minutes.



Project Challenges

Things rarely go as expected:

- ✓ What about scope creep.
- ✓ Why is there scope creep and are the needs valid?
- ✓ How to manage schedule and budget.
- ✓ How to manage the expectations of others.



Supporting the Efforts of Others

Help yourself by helping others:

- ✓ What can they expect before, during, and after?
- ✓ What is needed for everyone to be successful?
- ✓ Do they need help - letting them know they are not alone.
- ✓ Where can they go for information and help?
- ✓ What are the scheduling issues?
- ✓ How often do you need to tell them?
- ✓ The importance of delegation.
- ✓ Trust your staff – they are here to help.



The Experiences and Advise of Peer Groups

Where can you find the resources to help you understand what you don't know?

- ✓ Regional Cooperatives
- ✓ Professional Associations
- ✓ Mentorships, Coaching, and Staff Development
- ✓ Product Vendors
- ✓ Service Professionals
- ✓ Authorities of Jurisdiction
- ✓ Your Own Teammates/Stakeholders
 - Administrative Team
 - Professional Staff
 - Teachers and Students
 - Parent Groups and Advisory Committees



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Questions and Answers

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