

Live Interactive Web Seminar

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Improved Project Communication: Within And Outside Of The Project Team



WEDNESDAY, December 15, 2004

12 noon – 1 pm Eastern Time

WEBINAR PURPOSE AND BACKGROUND

“The problem was communication.” How many times have you said this at the conclusion of a failed or unsatisfactory project? What we probably mean is the problem was no or poor communication within the project team and/or between the project team and the client or others. How can we avoid poor or miscommunication as we manage our projects?

This webinar begins by exploring the challenge of communication offering examples of miscommunication including its role in liability claims. Communication tips offered include looking inward, stakeholder participation, communication protocol, principal liaisons, trimming hedges, preferred ways of learning/understanding, confirming understanding, integrating communication into the work plan, widely varied views of the same situation, teamwork, making effective presentations to clients, and Columbo’s technique.

The webinar’s underlying theme is that communication must be planned, explicit and on-going. This proactive approach is suggested by the following comment by executive and professor Charles Handy: “Mental telepathy is not, I fear, a reliable means of communicating in most organizations.”

Presented in this one-hour webinar are practical methods for encouraging effective communication within the project team and between the project team and the client and other stakeholders. Introduced here are topics typically not “covered” in engineering education but more typically learned, inefficiently, by experience. Participants receive a handout on which the webinar draws. The handout summarizes the webinar and it also includes references to articles, books, e-newsletters, websites and other self-study materials.

INTENDED AUDIENCE

This webinar is intended for younger and middle level personnel in the private, public, and volunteer sectors who lead or serve on project teams. The concepts and techniques are applicable to all disciplines and specialties.

WEBINAR BENEFITS

- Enhance individual communication skills
- Increase project team effectiveness
- Strengthen project team - client - stakeholder relationships

- Reduce client conflict, uncompensated scope creep, and liability exposure
- Earn one Professional Development Hour (PDH)

SUMMARY OUTLINE

- Communication challenges: What can go wrong?
- Tips for effective project communication
 - Look inward
 - Involve stakeholders
 - Establish protocols
 - Understand and use varied learning/understanding styles
 - Trim hedges
 - Appreciate very different views
 - Confirm understanding
 - Build into project work plan
 - Practice netiquette
 - Meet intelligently
 - Build teams
 - Build team camaraderie
 - Start report on day 1
 - Seek third party input
 - Plan public meetings
 - Make effective written and oral presentations
 - Recognize challenges with other cultures/countries
 - Note the communication paradox
- Resources for additional study

Benefits of Live Web Seminars:

- Convenient... no travel is required
- Cost-Effective... pay a single site registration fee
 - Get real time answers to your questions
 - Receive course materials by e-mail prior to the seminar
- View instructor’s Power Point slides while he/she is presenting
- Ideal for brown-bag lunch training



Information/Registration

BENEFITS OF LIVE TELEPHONE/WEB SEMINARS

These online courses use teleconferencing and the software Genesys Meeting Center to make the courses actual live, interactive learning experiences. You will be able to ask the instructor questions and get live real time answers. The instructor will be able to conduct polls to gauge your interest in certain areas and ask you questions as well. You will receive course materials by e-mail prior to the seminar and will be able to view the instructor's Power Point slides during the seminar. These types of online courses have a much higher impact than simply reading material on the web. Live telephone/web seminars offer exceptional convenience and are very cost-effective. No travel is required and the site registration fee allows an unlimited number of participants to attend at each site. In addition, each course participant will earn one Professional Development Hour (PDH) per seminar.

SEMINAR INSTRUCTOR

Dr. Stuart G. Walesh, P.E. provides management, engineering, education/ training, and marketing services. He draws on more than 40 years of engineering, education, and management experience in the government and private sectors to help individuals and organizations engineer their futures. Walesh has functioned as a project manager, department head, discipline manager, marketer, professor and dean of an engineering college. Representative clients include CDM, Clark Dietz, Earth Tech, Indiana DNR, MSA Professional Services, PBS&J, and USEPA. Walesh authored *Urban Surface Water Management* (Wiley, 1989), *Engineering Your Future* (ASCE, 2000), and *Flying Solo: How to Start an Individual Practitioner Consulting Business* (Hannah Publishing, HannahPublishing@aol.com, 2000). He is author or co-author of over 200 publications and presentations and has facilitated or presented over 150 workshops, seminars, and meetings throughout the U.S. Walesh is a member of ASCE's Task Committee on Academic Prerequisites for Professional Practice and was Special Issues Editor for ASCE's Committee on Publications. In 1995, he received the Public Service Award from the Consulting Engineers of Indiana and, in 1998, the Distinguished Service Citation from the College of Engineering at the University of Wisconsin.

MINIMUM COMPUTER REQUIREMENTS

Browser

Microsoft Internet Explorer 5.0
Netscape Navigator 4.07- 4.5 and 4.7x only

Do Not Use the AOL Browser

If your Internet Service Provider is AOL, do not use the AOL browser. Use Microsoft Internet Explorer™ or Netscape Navigator™.

Computer

Participant: P133 or equivalent with 32 MB RAM

Operating System

Windows 95/98/NT/2000/XP

Network

Internet connection of 56K recommended

Audio

Touch-tone telephone

Macintosh requirements

Minimum OS: OS 9
Memory: 64 MB
Chip Type: G3
Netscape version: 4.7

The Genesys Meeting Center does not support Microsoft Internet Explorer for Macintosh, since Internet Explorer does not support Java to JavaScript communication. Also, Macintosh does not support moderating application sharing in the Meeting Center.

REGISTER ONLINE NOW! SPACE IS LIMITED!

To register go to: http://www.asce.org/conted/distancelearning/online_webseminars.cfm or call **1-800-548-2723**. Please note: Registration for each seminar will be closed three days prior to the seminar. No registrations or cancellations will be accepted if they are received within three days of a seminar. Your registration will be confirmed by e-mail.

You will receive two (2) additional e-mails. One will be your final confirmation with a link to download the course materials and a sign in sheet to verify attendance. The second e-mail will include detailed information on how to join the meeting; including the phone number you'll need to dial, meeting number and password. Please contact Kelly Jarvis, Registrar, at kjarvis@asce.org, no later than 12 noon Eastern time the day prior to the seminar if you do not receive both e-mails or for additional information.

REGISTRATION FEES*

IMPROVED PROJECT COMMUNICATION: WITHIN AND OUTSIDE OF THE PROJECT TEAM

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Member \$249 Non-Member \$299

*Fees per seminar site.

Pay one site registration fee and an unlimited number of people in your organization can attend the seminar at that site. The single site registration fee for ASCE's live, web seminars is intended to be an easy, affordable way to provide training for multiple employees in your organization. Your single site registration fee provides you with a site license for one computer log in to the seminar and one toll free phone call to access the audio portion of the seminar. The site license provided to you by the single site registration fee does not permit you to have multiple log ins or phone calls from your site. Therefore, if you plan to have a large group attend the seminar at your site, all participants should assemble in a conference room to hear (via speaker phone) and view (via one computer and a computer projection system) the seminar.