
 ENGINEERING MANAGEMENT INSTITUTE

***Developing Effective Communication Skills for Engineering Managers***

Presented by  
Anthony Fasano, PE

Author of *Engineer Your Own Success*  
President of the Engineering Management Institute




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*“Communication is a skill that you can learn. It's like riding a bicycle or typing. If you're willing to work at it, you can rapidly improve the quality of every part of your life.” – Brian Tracy*




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**Introduction – Anthony Fasano, PE**

- B.S. & M.S. in Civil Engineering
- PE license in NY and NJ
- Found success at a reputable firm at a very young age
- Attended iPEC – the top ranked executive coaching school in the world
- Wrote the best-selling book ***Engineer Your Own Success*** and started providing career coaching and speaking services to engineers




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### Purpose and Learning Objectives

**Purpose:** To help you learn practical strategies that can be used on a daily basis to incrementally improve your communication skills and subsequently your ability to communicate with others. In this session, you will learn how to:

- Communicate effectively with team members,
- Say things in a way that will help you get the responses you are seeking,
- Listen more effectively (the key to communication),
- Be responsive so people want to communicate with you, and
- Apply strategies to effectively collaborate with your team members.

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### Overview

- Effective Communication Fundamentals
- Project/Team Communication and Collaboration
- 10 Strategies to Effective Project Collaboration



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How often do you communicate with your project team?

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# Effective Communication Fundamentals

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**2 STRATEGIES**

- 1 LISTEN FOR SILENCE**
- 2 ACKNOWLEDGE PEOPLE**

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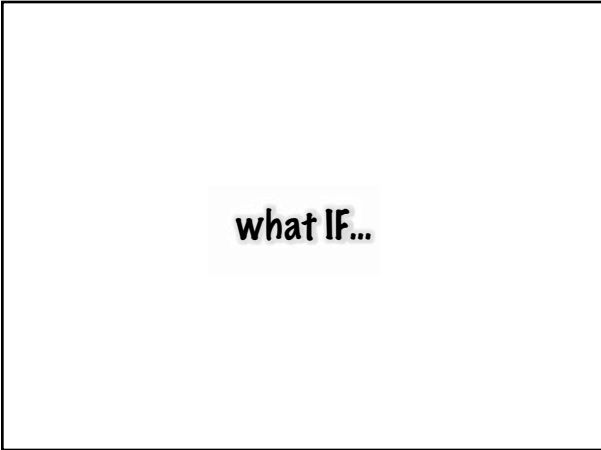
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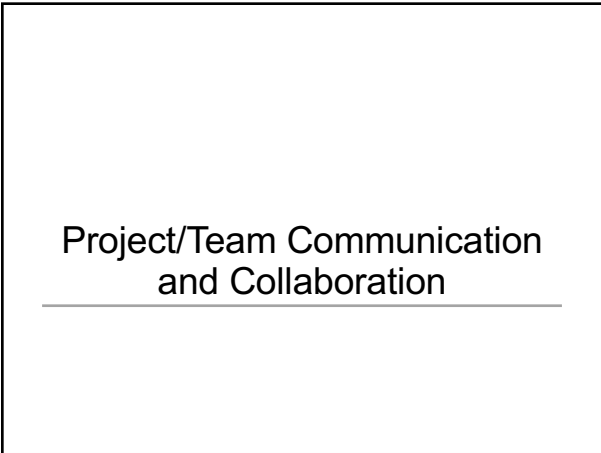
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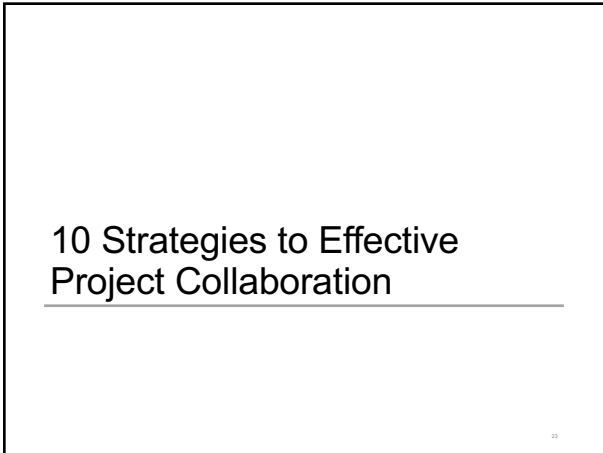
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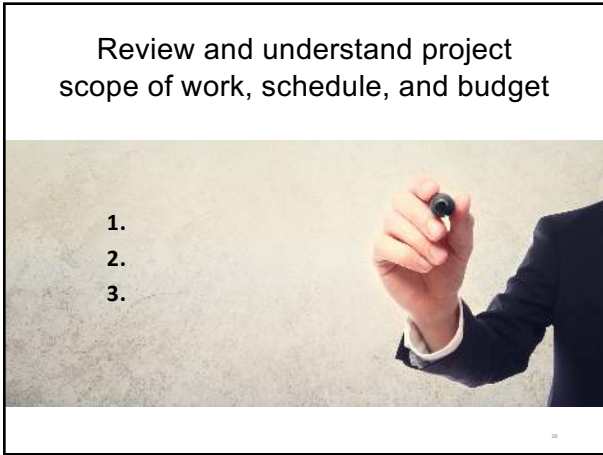
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What is one thing that you do to help you better define roles and responsibilities at the beginning of the project?

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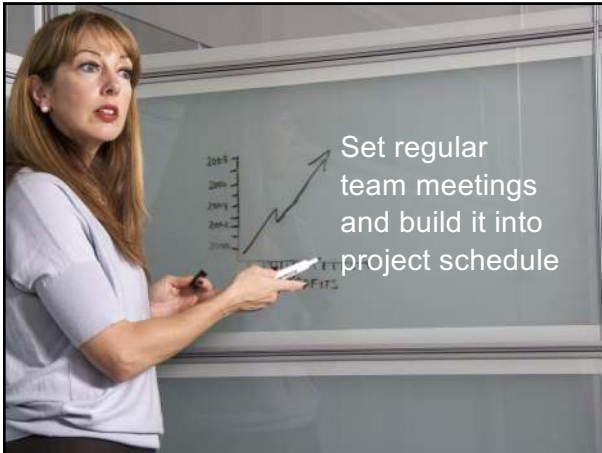
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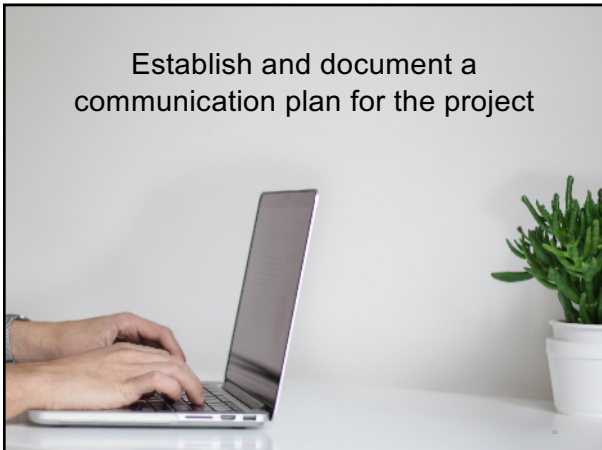
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Establish and document a communication plan for the project



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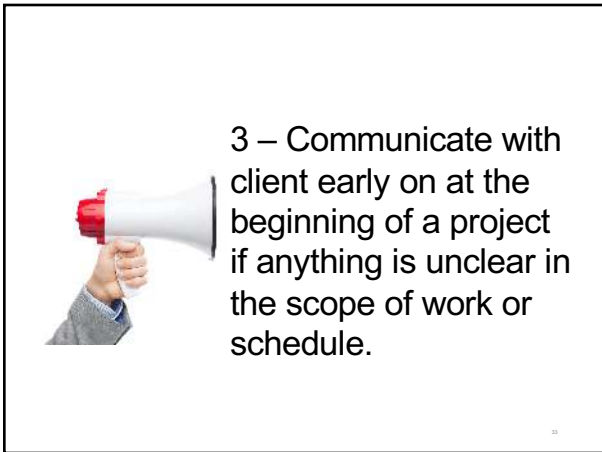
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### Sample Agenda

- **Date:**
- **Time:**
  - Segue (Good News) [5 Mins]
  - Scorecard/KPIs [5 Mins]
  - Scope Review [5 Mins]
  - Customer and Employee Headlines [5 Mins]
  - To-Do List [5 Mins]
  - IDS (Issues List) [60 Mins]
  - Long Term Issues
  - Conclude [5 Mins]
    - Recap To-Dos
    - Cascading Messages
    - Rating 1-10

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7 – Provide progress reports to your team and client consistently

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8 - Take responsibility for mistakes but give praise to the team for success

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9 - Provide team members feedback in person

- ✓ Do MORE of
- ✓ Do LESS of
- ✓ Do at the SAME level



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10 – Celebrate success with the project team and reward collaboration



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Summary

- Effective Communication Fundamentals
- Project/Team Communication
  - 10 Strategies to Effective Project Collaboration

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What's one takeaway from this session that you are going to apply immediately?

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