

Managing Conflict through Communication

By Alex Perry

— PRACTICALLY —
PS
— SPEAKING —

AGENDA







FMI estimates poor communication represents a potential cost to the U.S. construction industry of \$31.3 billion annually.

Almost half of all rework is due to poor communication among project stakeholders, and poor project information.

Construction workers lose almost two full working days each week solving avoidable issues and searching for project information.

Companies with an average of 100 employees lose around \$400,000 per year.

-David Grossman, “The Cost of Poor Communications”

80% of employees feel pressured and stressed because of ineffective company communication

68% of employees declare they always or usually experience some problems due to poor communication

36% of employees don't know where to find the information they need to complete their tasks

Xie, X, Thorpe, A and Baldwin, A N (2000) A survey of communication issues in construction design. In: Akintoye, A (Ed.), 16th Annual ARCOM Conference, 6-8 September 2000, Glasgow Caledonian University. Association of Researchers in Construction Management, Vol. 2, 771-80.



I'm willing to admit that I
may not always be right,
but I am never wrong.

Samuel Goldwyn





**Let
That
"Should"
Go**

**I'M NOT SAYING IT'S ALL YOUR
FAULT**

**BUT IT'S ALL YOUR
FAULT**

H HD
HISTORY.COM

memegenerator.net

Where to start?

**BIG
TASK**

**SMALL
TASK**

Marijke



Start with yourself

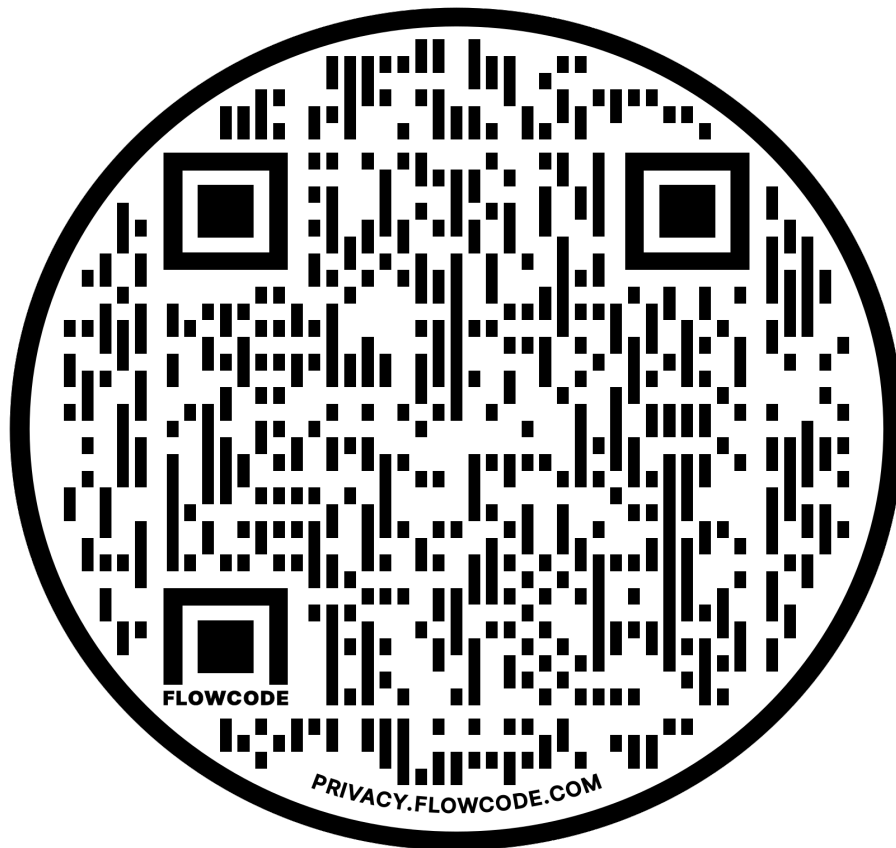
- 1) Reflect
- 2.) Identify the obstacle
- 3.) Acknowledge, name, and accept
- 4.) Set up low risk challenges



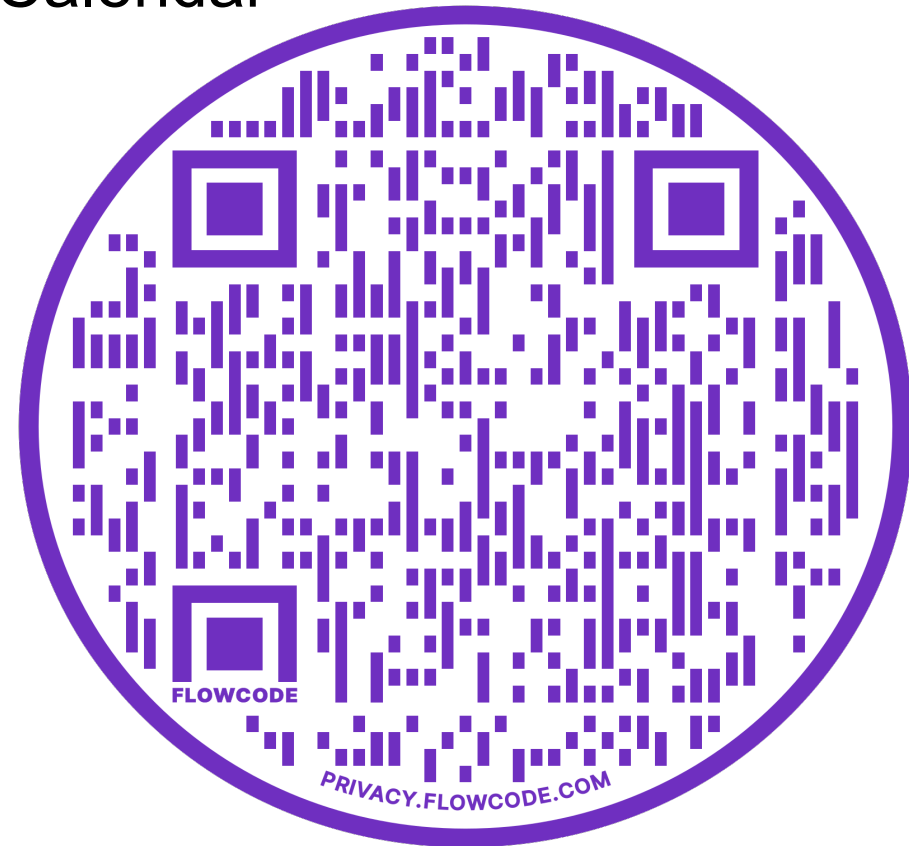


KEEP IN TOUCH

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Sources

A SURVEY OF COMMUNICATION ISSUES IN CONSTRUCTION DESIGN

Xiaoling Xie, Tony Thorpe and Andrew Baldwin [A Survey in](#)

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