



In-Project Communication for Contractors

Course Syllabus

Session 1: Professional Communication

- How to Write Right
 - The Hidden Rules
 - Primacy & Recency
 - Answering the So-What Question
- Finding Your Voice
 - The Importance of Professionalism
 - Finding Your Voice
 - Commit to What You Can Control
- The Message Itself
 - Increasing Your Odds of a Response
 - The Fader Method (Choosing Your Words)
 - The Importance of Notice
 - Before You Hit <Send>
- The Conversation
 - Your Toughest Adversary
 - Yes...And
 - Wait

Session 2: Strategic Execution

- Your Audience
 - Sonder and Motivation
 - The Importance of Giving Choice
 - Gaining Consensus
 - Rule #1
- The Cape & The Compass
 - Playing Your Best Role
 - The GPS Method
 - The Script for Breaking the Silence
 - Making & Responding to a Claim
 - Course Conclusion...congratulations!