Communicating Well Under Pressure



Tips for more successful interactions with transportation stakeholders

Communication pressure can take many forms:

- Time pressure
- Cost pressure
- Political pressure
- Public pressure
- Internal pressure

Some or all of these pressures can be present simultaneously



Pressure can push us into communicating in ways that could be:

- Incorrect
- Incomplete
- Contradictory
- Defensive
- Offensive



Communicating well under pressure boils down to knowing what to say and how to say it.



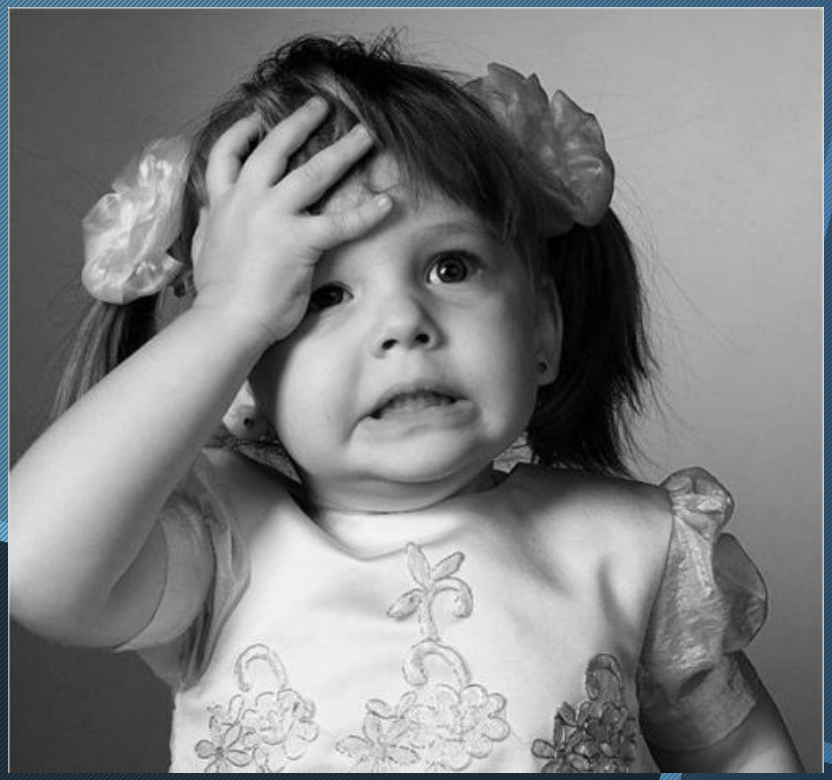
Has this ever happened to you?

- Received multiple requests over several years to raise or lower speed limits in the same location…



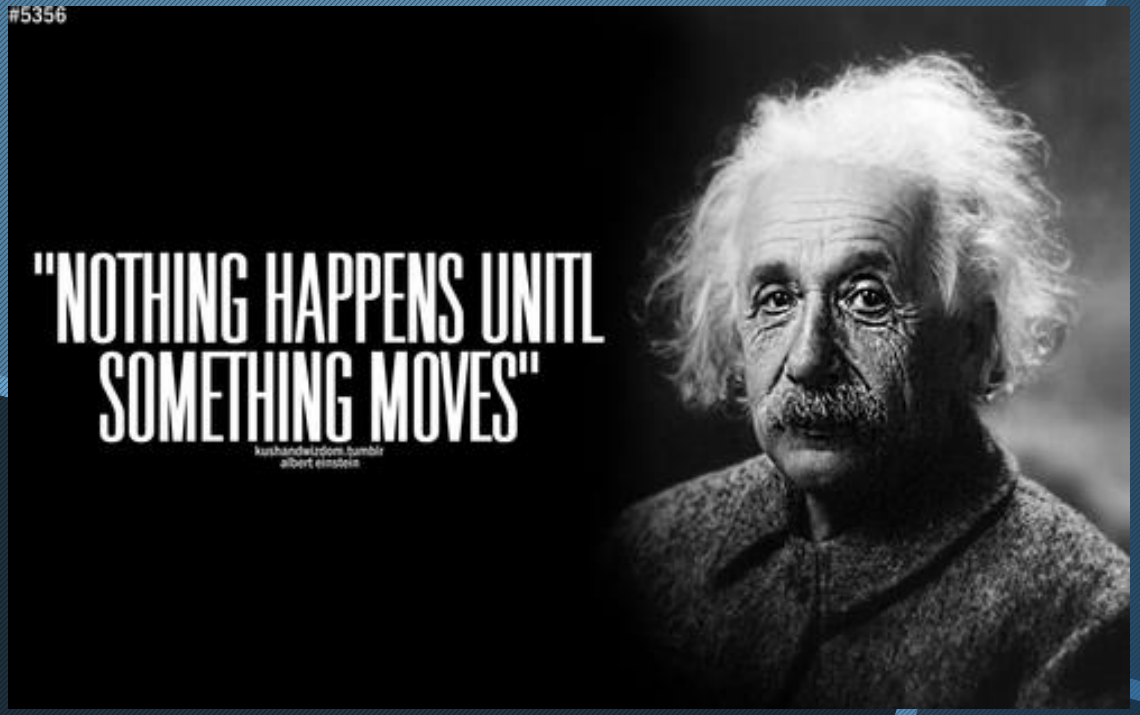
Has this ever happened to you?

- Been asked to change a project design after it is in construction?



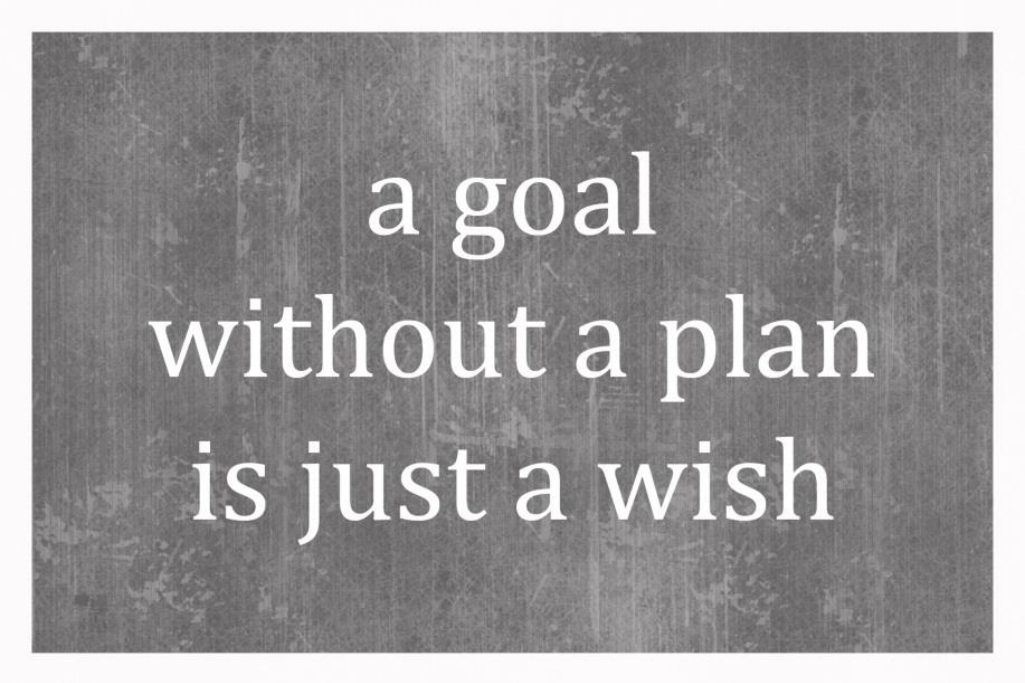
Has this ever happened to you?

- Received a request for a new traffic study in a location where nothing has changed?



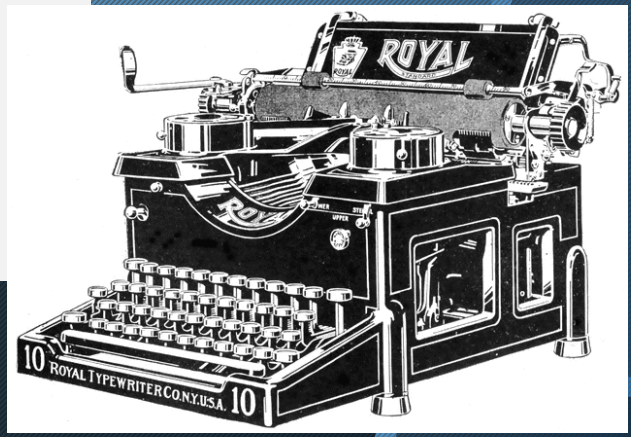
Has this ever happened to you?

- Been asked to expedite a project with incomplete plans?



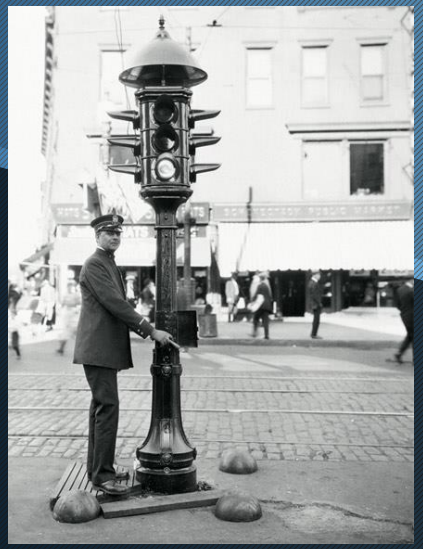
Has this ever happened to you?

Mr. Jones' communications with Mrs. Smith have been well articulated, detailed, and professional. However, if after taking another look it's determined the department's position remains the same, perhaps a less technical response to Mrs. Smith would be appropriate.



Has this ever happened to you?

- Been told to change signal timing or traffic signs to improve traffic flow?





If so, could you use help:

- effectively communicating with elected officials, citizens and the media?
- achieving message understanding and maybe acceptance?
- selecting the right tone for spoken & written words?
- saying "no" with tact and grace



DelDOT Communications Charm School / Boot Camp

- Half day class conducted by DelDOT Community Relations
- Will cover effective communication principles with various stakeholders.
- Do's and don'ts of written communication.
- Effective public speaking
- FOIA
- Includes problem-solving exercises.



DelDOT Communications Charm School / Boot Camp

- First class will occur in the Spring for about 20 people
- Initial participation will be by invitation
- Watch for more details in the Team Spirit newsletter



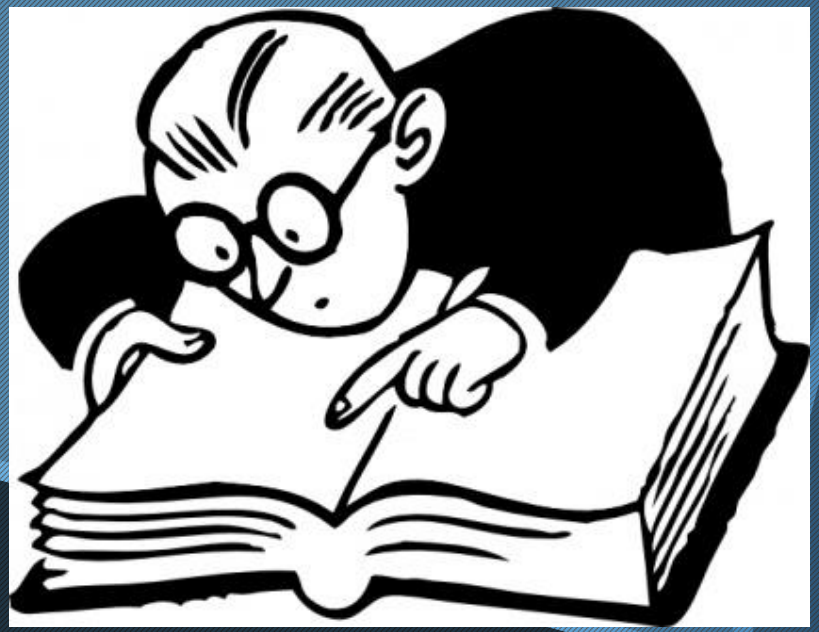
Quick tips we will cover on more detail

- Accurately assess what is being asked and why



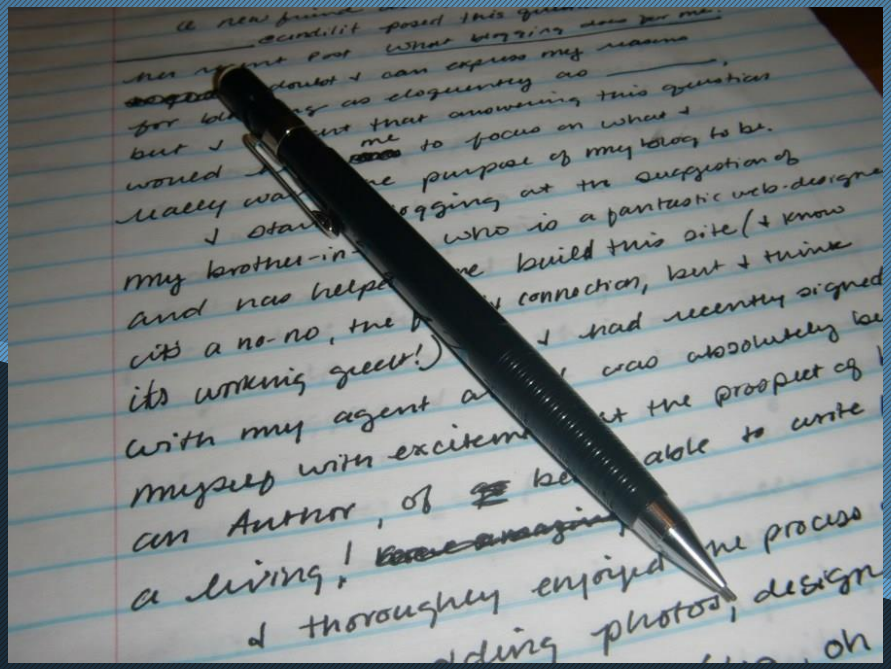
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- Be sure your answer is consistent with policy and practice

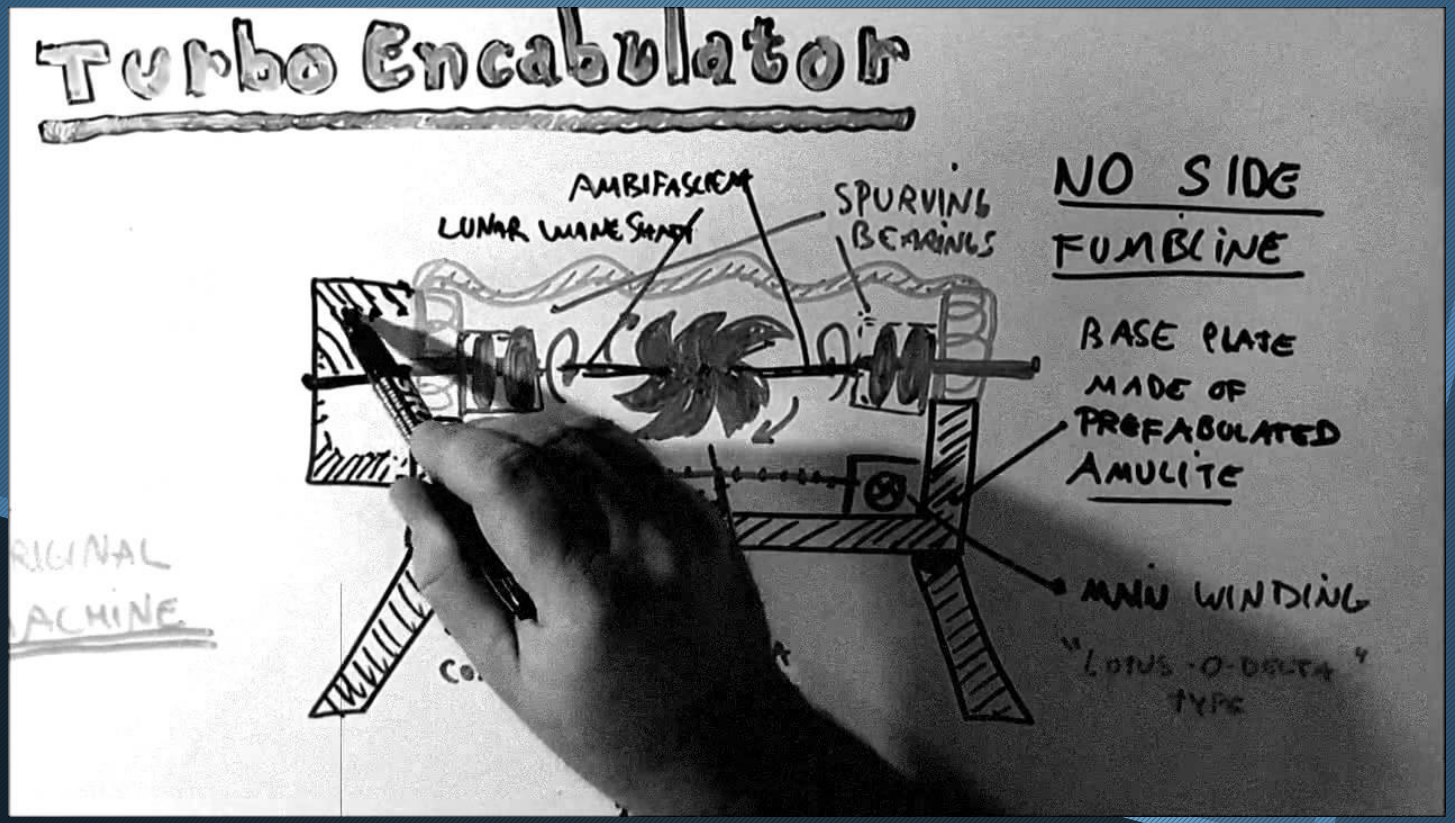


Quick tips we will cover on more detail

- Draft your answer and get a second opinion



Rockwell Turbo Encabulator



Community Relations is here to help!

- Sandy Roumillat – Chief of Community Relations
- Bud Freel – North District
- Bob King – Canal District
- Greg Layton – Central District
- Jim Westhoff – South District
- Evan Park – Legislative issues
- Annie Cordo – Deputy AG

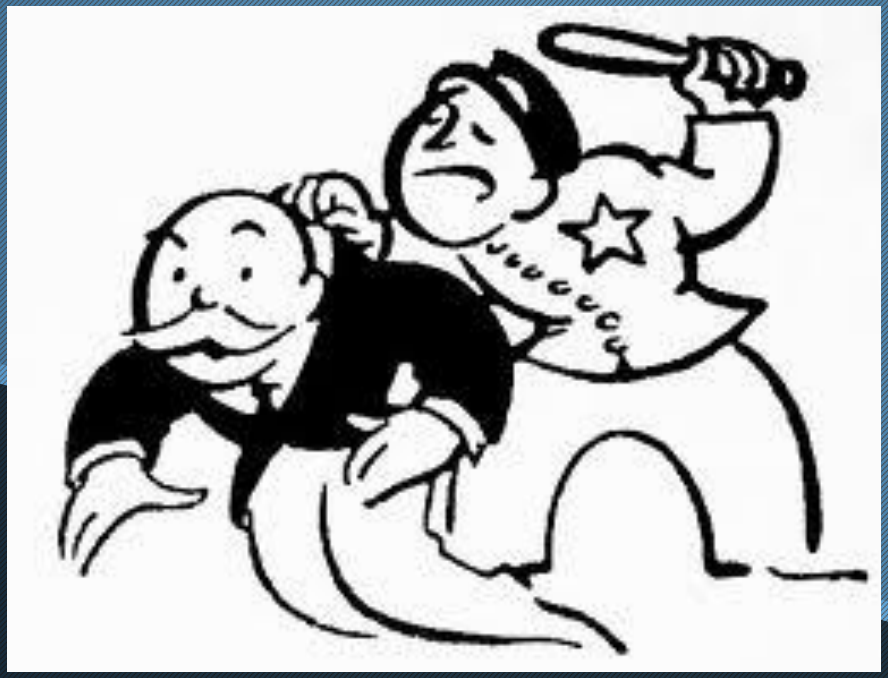
Quick tips we will cover on more detail

- Solicit feedback and be prepared to elaborate



Quick tips we will cover in more detail

- Stay out of legal trouble



Our goal will be to overcome the pressure that causes poor communication



Create successful exchanges between DelDOT & transportation stakeholders

