

Member Communication Experience

Your Qualities Drive Relationship Quality

Written by: Joe Egan, President, Egan Connection Inc.

6 COMMON BEHAVIORS THAT FOSTER SUCCESS IN BOTH THE TECHNICAL & RELATIONAL ASPECTS OF CONSTRUCTION

The construction industry is one of the oldest in the world. It began when humans developed the ability to reason: the cognitive ability to draw a conclusion based on the experience or use of tools or other available material. Early humans reasoned that rocks could be transformed and used as a tool, and thus built the fr



Successful contractors realize that customer loyalty is not automatically granted. It is earned. They understand that project management is important, but customer relationships are more important. They know that their best strategic plan

includes respect and problem solving, and the worst strategic plan is finger-pointing and betrayal. They are also mature enough to realize that problems do not go away, but do provide a great opportunity to look good once they are solved. Meanwhile, competitors are always waiting in the wings. They watch for you to make a misstep. They wait for the opportunity to fly in after you've crashed and take off with your customers.

3. High Expectations

Success in life is about the constant creation and achievement of expectations. Setting expectations leads to motivation. Achieving expectations fosters pride and confidence to start the cycle over again: create, achieve, create, achieve, etc.

High expectation is a discipline that keeps you from the temptation of just doing okay. Keeping up with a competitor, but not doing anything better, will eventually lead to failure. Fifteen minutes of charm may get you in the door, but skill is necessary to keep you there. I have never heard of anyone getting a contract because they had the nicest brochure.

4. Negotiation Skills

Good negotiation requires a special attentiveness to your fight-or-flight impulse—you have to keep your emotions intact and in check. Be prepared and willing to give something up. Such a concession will allow the other party to feel like they've earned something and got a piece of you, even though you may have been willing to give it away free prior to the negotiation even starting.

5. Unconventional Assessment Thinking

It doesn't cost anything to think in unconventional ways to arrive at new assessments. Unconventional assessment thinking (UAT) is about getting out of the rut of your usual business mode and allowing yourself to see your world from a higher elevation. Permit your head to absorb rather than deflect the new ideas and opportunities that often blaze past you while you are stuck in the rut. Maybe it's because people often tend to think more about stabilization and security and not enough about growth and opportunity. But as a business

owner, it is essential that you plan ahead.

6. Humanitarian Efforts

Doing something to benefit other people gives you balance

Abyouththe Author

Joe Egan is president of Egan Connection Inc., a construction consulting,