

# DCHWS 2021

YOUNG PROFESSIONAL SERIES

Mastering Clear, Comprehensive  
and Compelling Communications

January 21, 2021

Welcome! Thank you to GZA and Dan Amate for being our platform host/controller for today's event.



# Society of American Military Engineers (SAME)

## Mission

*“Build leaders and lead collaboration among government and industry to develop multi-disciplined solutions to national security infrastructure challenges.”*

## Vision

*“Serve our nation as the foremost integrator for leadership development and technical collaboration within the A/E/C profession.”*

## SAME - COMMUNITIES OF INTEREST

Offer members a chance to engage nationally with other professionals focused on a particular community of interest within the within the A/E/C industry. Committees have monthly and quarterly calls and webinars, and assist with the national awards program. The Communities of Interest are a leading source for developing the education and training roadmap for major SAME events, national webinars and other professional development opportunities, including those held in conjunction with SAME's strategic partners.

They offer numerous opportunities for a great variety of personally and professionally rewarding experiences through:

- Helping young professionals with business and technical issues.
- Keeping SAME members up to date on emerging technologies.
- Encouraging international business alliances in the STEM industry.
- Working to improve industry-government business practices.
- Working with high-school and college students to encourage the pursuit of a career in the A/E/C industry.
- Fostering connections among the military, government and private sectors to support homeland defense.



- Architectural Practice
- Awards & Recognition
- College Outreach
- Credentialing
- Energy and Sustainability
- Engineering and Construction Camps
- Enlisted
- Environmental
- Facility Asset Management
- International
- Joint Engineer Contingency Operations
- **Leader Development**
- Membership
- K-12 STEM Outreach
- Small Business
- Young Professionals

At the conclusion of today's presentation and panel we will hear from the SAME LD COI.

# Introduction

## 2015



SAME Philadelphia Post began hosting DCHWS East with EPA

Goal is to facilitate interactive engagement between professionals from government and private sector related to relevant issues affecting engineering and science associated with cleaning up hazardous waste sites

Collaborative effort with government (EPA) and industry bringing the scientific and technical expertise in the development of new approaches and cost-effective approaches



## SPRING 2021 VIRTUAL SYMPOSIUM

Co-Hosted by **SAME Philadelphia Post** and **US EPA**

1. Large business (> 500 employees) sponsor \$350. Logos on our websites and verbal recognition
2. Small business (< 500 employees) sponsor \$250. Logos on our websites and verbal recognition
3. Event sponsor. Meet the Sponsor video (pre-recorded). \$550
4. Government registration with PDH (free)
5. Industry registration with PDH (\$100)

Our event has gone Virtual for 2021 - Presentation dates 3/29, 3/31, & 4/1

DCHWS 2022 is being scheduled for March 30 – April 1, 2022 in Philadelphia, PA

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# MASTERING CLEAR, COMPREHENSIVE, COMPELLING COMMUNICATION

Patricia A. Coughlan  
Rowan University



# You expect me to do what?



**ACTIVELY LISTEN**



**ACTIVELY  
PARTICIPATE**



**ACTIVELY NETWORK**

# Never underestimate the power of networking!

## According to Harvard University...

Beyond giving your name, where you work, or job title...

- What experience did you have to get your job?
- How long have you worked here?
- What is your own background and experience?
- How much variety is there in your work?
- How much training/supervision do or did you receive?

## ... ask better questions!

- How much client contact do you have?
- How much contact and what kinds of interactions do you have with individuals or groups outside the office or organization?
- Is this your first time attending a YP event?
- What brought you here today?
- Which professional associations should I join?
- What other people do you recommend that I talk with? May I tell them that you referred me to them?

*Meet and Greet*





# You cannot **NOT** communicate!

- All communication takes place within contexts.
- Context has bearing on how messages are conveyed.
- Verbal and nonverbal messaging exists.



**Consider  
this  
image**



Small informational card below the painting on the left.

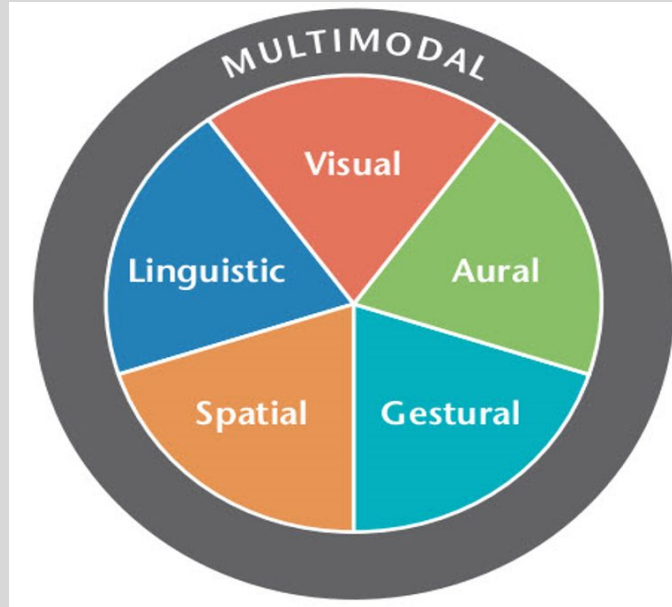


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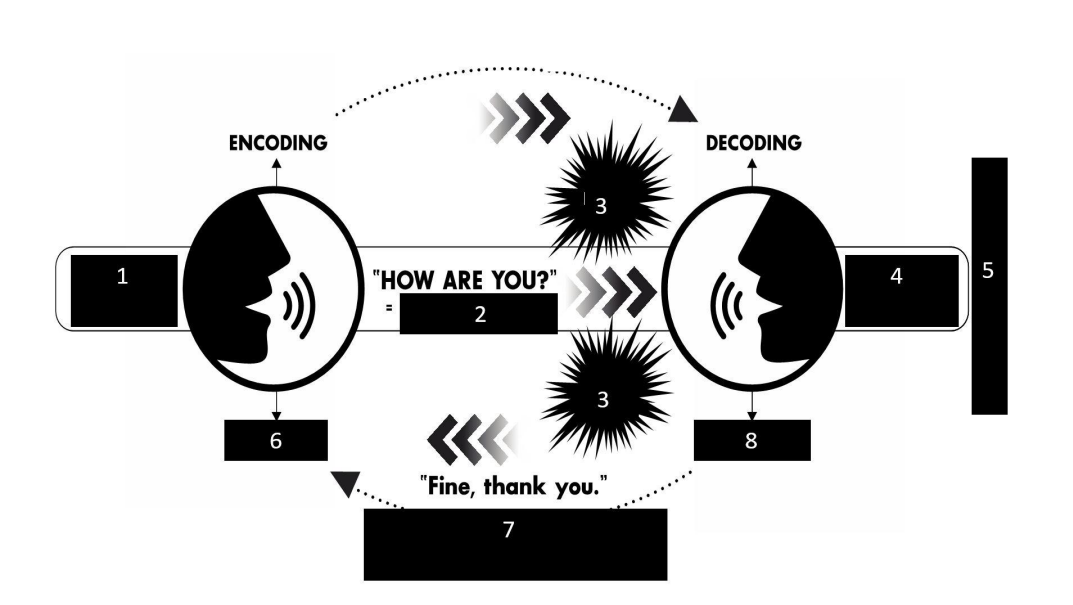


Small informational card below the painting on the right.

# Modes of Communication



# Communication Process







## **Activity 2**

### ***Does medium matter?***

- **Meet and greet again**
- **Discuss...**
- Face to face
- Phone calls
- Emails
- Texting
- Tweets
- Instagram
- Virtual meeting spaces
- Portals/Facetime
- Up and coming



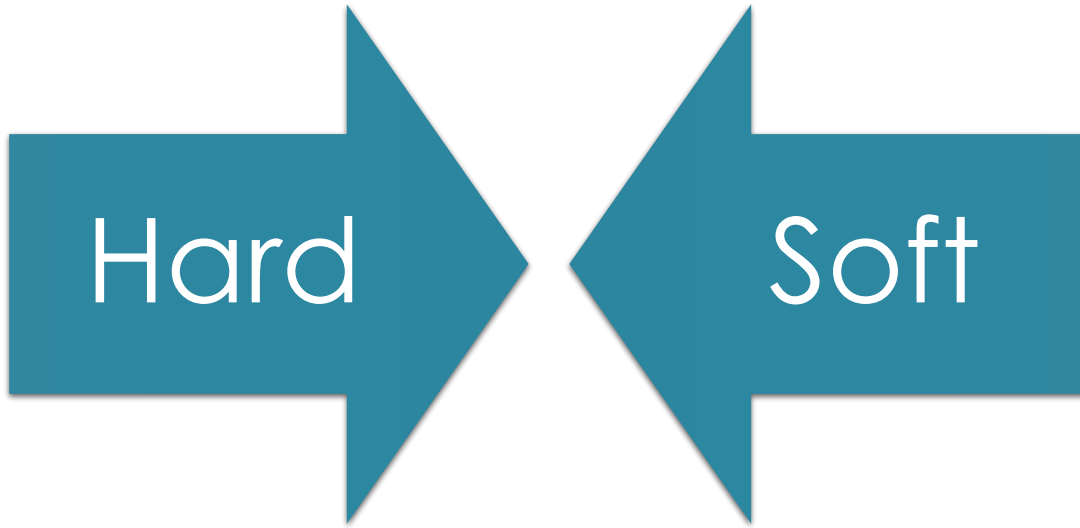
## Communication Assumptions

1. Communication based on the exchange and interpretation of symbols.
2. You cannot NOT communicate.
3. All communication has a goal.
4. Communication is an interdependent process.
5. All communication depends on structure.

# Skill sets



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## Activity 2 –

### Skill battle

- **Meet and greet again**
- **Discuss...**
  - What are they?
  - Is one more important?
  - Are they equally important?
  - Does one help the other?
  - Does one get you ahead?

# You've got the goods...

## Hard skills defined...

- **Hard skills** are teachable abilities or skill sets that are easily measurable. We define hard skills as the [technical abilities](#) that fit the job.
- You can acquire hard skills in the classroom, in an online course, through books and other materials, or on the job.
- *You worked for them...* nobody is born with them.



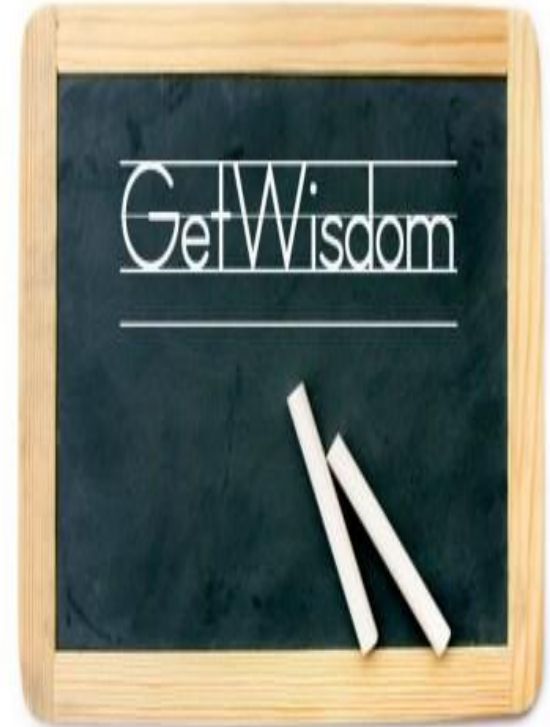
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# 10 Top Soft Skills for Effective communication:



# Wisdom of Experience

1. Self-reliance
2. Interpersonal skills
3. Problem solving skills
4. Commercial awareness
5. Maturity
6. **Teamwork**
7. Practical Skills
8. Self-confidence and self-esteem
9. Organizational Skills
10. Networking
11. Business Etiquette
12. Negotiation Skills
13. Stress management
14. Determination
15. Coping Skills



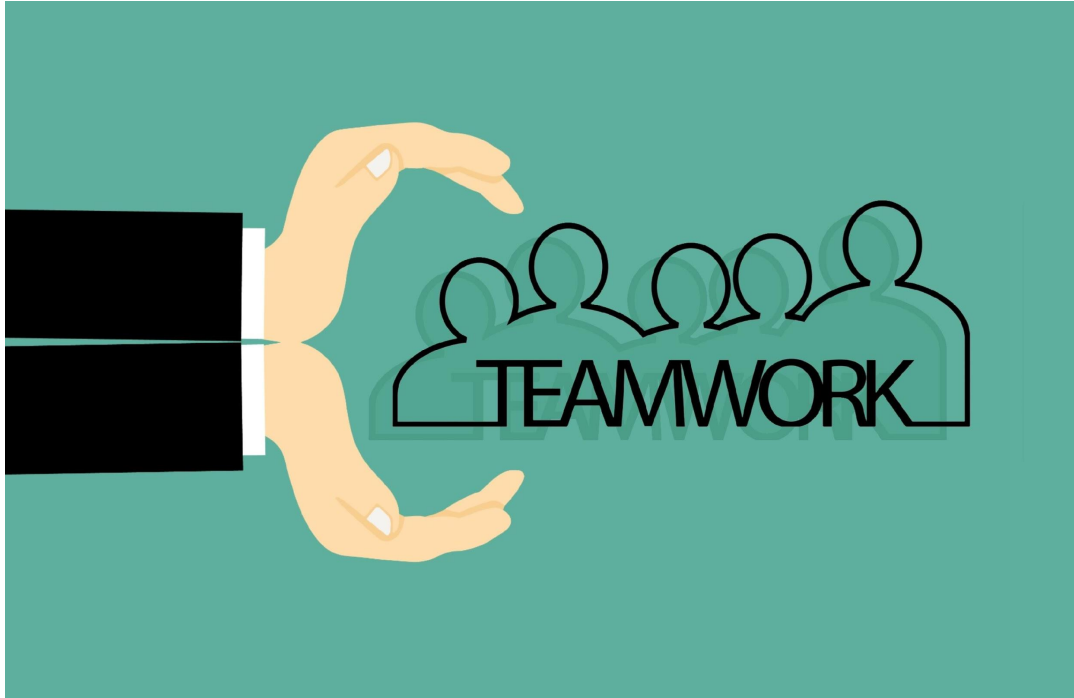
# TEAMWORK



Coming together is a beginning.  
Keeping together is progress.  
Working together is success.

Henry Ford





## Merging soft & hard skills

- Leadership/Managerial Skills - decision making and organization
- Cognitive schemata – knowledge (old and new), critical thinking, and problem-solving
- Personal Skills – work ethic, self regulation, perception taking, and self-care
- Communication Skills - persuasion and influencing skills, learning to say no, feedback, and conflict resolution



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## Conflict's “ 4 Horsemen ”

Criticism

Defensiveness

Contempt

Stonewalling

# Conflict Styles



**ACCOMMODATION**



**AVOIDANCE**



**COLLABORATION**



**COMPETITION**



**COMPROMISE**

Define your needs

Share your needs

Listen

Generate solutions

Evaluate solutions

Implement Solutions

Follow-up and debrief

## Managing Team Conflict



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# Final Thoughts

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- **Mastering clear communication depends on understanding the assumptions of communication.**
- **Remember that all communication is goal oriented.**
- **You cannot not communicate!**
- **Comprehensive communication requires hard and soft skill sets.**
- **Medium impacts effectiveness.**
- **Wisdom comes in all shapes and sizes experience is not limited by age.**
- **Teamwork has no “I” in it!**
- **The “4 Horsemen” of conflict can be managed!**



# Young Professionals Panel



# Dan Amate, PE

Senior Project Manager, GZA GeoEnvironmental, Inc.

[daniel.amate@gza.com](mailto:daniel.amate@gza.com), <https://www.linkedin.com/in/dan-amate-pe-90669618>

B.S. Environmental Systems Engineering

Experience:

- 18 years in Remediation and Construction Management
- 2-time DCHWS Presenter and Moderator
- Presented at multiple national and international conferences
- GZA Project Management trainer



# Victoria Mechtly

Business Development Lead - Aerospace, RS&H

[victoria.mechtly@rsandh.com](mailto:victoria.mechtly@rsandh.com), <https://www.linkedin.com/in/vmechtly/>

B.S. Business Management, Marketing and Sales

Experience:

- 7 years in the A/E/C Industry
- 4-time national presenter
- Invited to present on Personal Branding at the 2020 Transition Workshop and both Leadership Development Program classes

# Gordon Araujo

Environmental Engineer II, UGI Utilities, Inc.

[garaujo@ugi.com](mailto:garaujo@ugi.com), <https://www.linkedin.com/in/gordonaraujo/>

B.S. Chemical Engineering; M.S. Environmental Engineering

Experience:

- 13 years as Consultant, Technical Sales, and Program Manager
- Frequently give presentations to consultants, regulators, and the public
- Directed youth and adult leadership training courses for the past 10 years
- Presented at DCHWS, NJDEP, VA DEQ, DOEE, AEG NY-Philly, LSRPA

# Kate Garufi

Environmental Engineer, EPA Office of Superfund Remediation and Technology Innovation; [garufi.katherine@epa.gov](mailto:garufi.katherine@epa.gov)

B.S. Chemical Engineering; M.S. Environmental Engineering

Experience:

- 15 years at the EPA
- National expert in the area of Superfund project management with a focus on design, construction, and remediation strategies
- National trainer for EPA in these areas
- Co-sponsor and technical content manager of the DCHWS events

LD COI's Impact:  
Why Are We Here?

**Build Leaders for SAME, Industry,  
and Government Agencies**

**LD COI Mission** □ Lead efforts to enhance leadership development

LD COI Mission:  
Executing our  
Objectives

**Mentorship**

**Post-Level  
Leader  
Development**

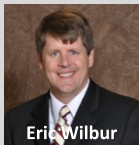
**Leadership  
Development  
Program (LDP)**

**COI Programs**

LD COI Pillars:  
Main Lines of Effort  
Delivering Value to  
the Society



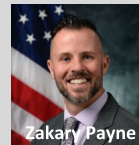
Amelia DaCruz



Eric Wilbur



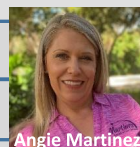
Michael Darrow



Zakary Payne

**Marketing and Communication** □ Stories about LD COI's Impact

**LD COI Resource Center** □ Materials from All Pillars



Angie Martinez

Communication and  
LD COI Resource  
Center: Cutting  
Across All Pillars

- AOF
- Young Professionals
- Post Activities
- Student Chapters
- STEM/ Camps

- Post-Level Toolbox
- Streamers

- Mentors
- Book Discussion
- Curriculum
- LDP Webinars

- Webinars
- JETC
- PWL
- SBC

**Operating Manual** □ Doctrine and Implementing Guidance

Governance:  
Doctrine, Strategy,  
and Sustainment

**Charter** □ Strategic Alignment with SAME 2025



Caroline Roberts  
Chairperson



Roland De Guzman  
Vice Chairperson

# *Special Thanks to our Presenters*

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# Thank You Centennial Sponsors



Visit them at  
[same.org/philadelphia](http://same.org/philadelphia)



# Upcoming DCHWS Events

[dchws.org](http://dchws.org)



**PHILADELPHIA, PA**

March 29, March 31, and April 1, 2021  
SAME Philadelphia Post

*Thank you for joining us!*

**dchws.org**

**same.org**

Find the 1<sup>st</sup> in our YP Series at dchws.org

- Suggest a topic for our series
- Want to be a panelist?
- Email us! [abasehoar@komanholdings.com](mailto:abasehoar@komanholdings.com) and [karenb@ttienv.com](mailto:karenb@ttienv.com)

