

# Effective Problem-Solving Strategies for Project Managers

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## Why are we here? Solutions!

- Dealing with multiple interest
- Does everyone understand the end result
- Failure is not option
- Communication please
- Responsibilities
- Misunderstandings
- Let's all get along- Kumbaya



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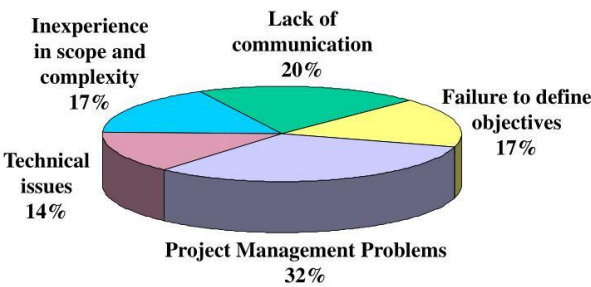
# Expectations

- Webster defines as:
- **1:** the act or state of expecting : ANTICIPATION in *expectation* of what would happen
- **2a:** something expected not up to *expectations expectations* for an economic recovery
- **b:** basis for expecting : ASSURANCE they have every *expectation* of success
- **c:** prospects of inheritance — usually used in plural
- **3:** the state of being expected



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# Why Projects Fail



Source: KPMG



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## Project Participants

- Owner
- Designer
- Public
- Contractor
- Subcontractor
- Inspector
- Producer/Manufacturer
- Unknown Influences



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## Communication

- **Essential Meaning of *communication***
- **1:** the act or process of using words, sounds, signs, or behaviors to express or exchange information or to express your ideas, thoughts, feelings, etc., to someone elsehuman *communication*nonverbal *communication*[See More Examples](#)
- **2***formal* : a message that is given to someone : a letter, telephone call, etc.
- **3:** the ways of sending information to people by using technologyradio/wireless/electronic *communications**Communications* is a growing industry.



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# Owner



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# Owner

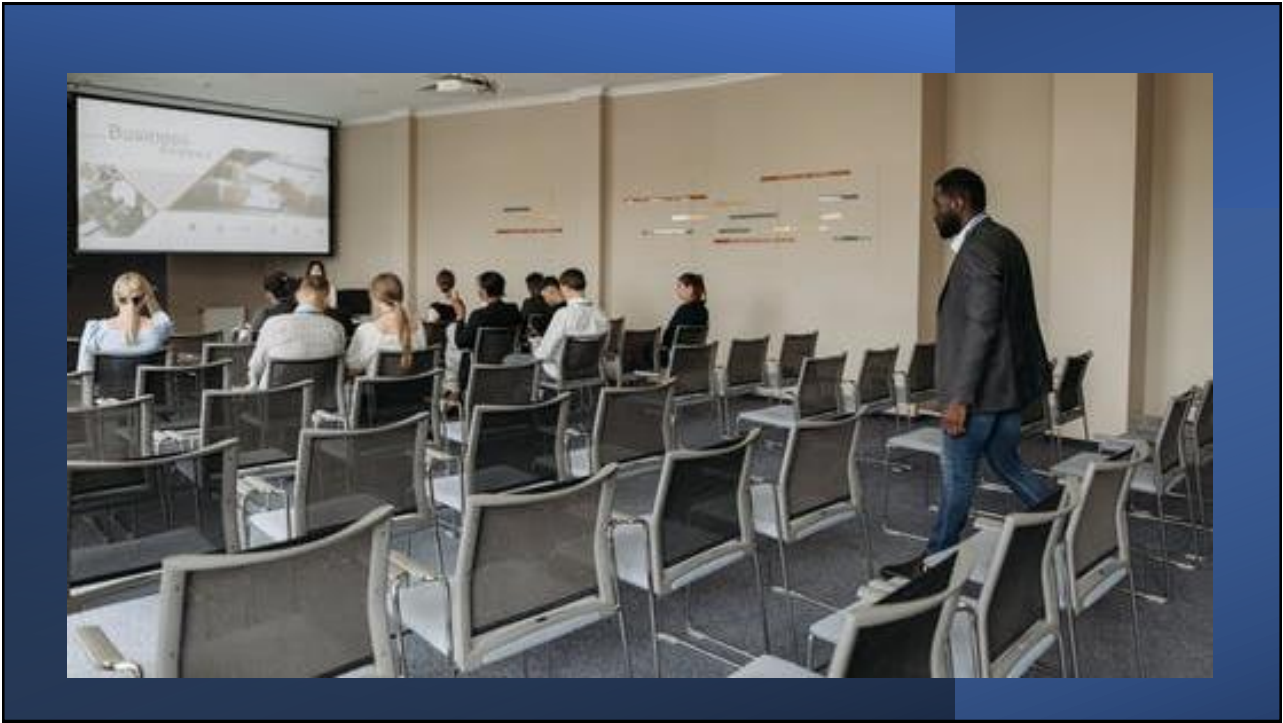
- Need
- Dollars
- Public perception
- If Elected Official: got to get reelected



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# Designer



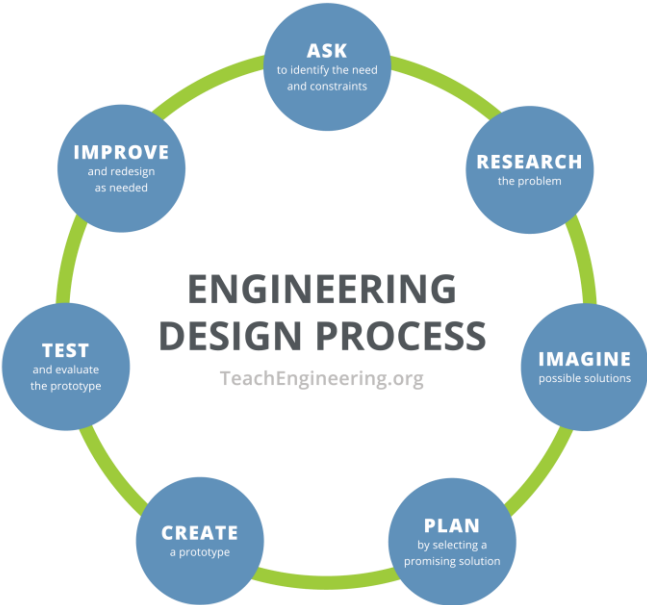
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# Designer

- Professional Reputation
- Make money
- Next great project
- Owners Representative



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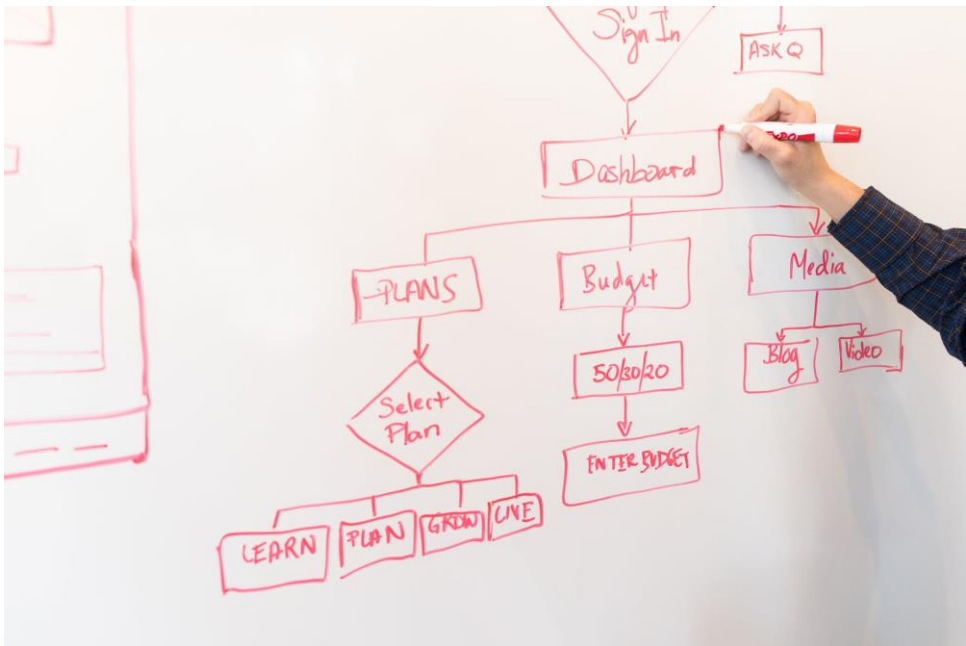


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# Public

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# Public

- How long is this going to take
- Do we really need it
- How does this improve my life
- What the cost?



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# Contractor



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## Contractor

- How can I do it better
- Got to make money
- Got to get done
- Has to form a team with all contractors
- Change orders
- Has to keep the owner happy



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# Subcontractor



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## Subcontractors

- Always waiting on contractor
- Has to be able to work with others effectively
- Has to be able to be able to adapt to schedule changes



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# Inspector



## Inspector

- Has to be done correctly
- Lives in the specification world
- Multiple pressures from all sides
- Has to be able to communicate effectively
- Owner representative



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# Precast Producer

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## Precaster/Manufacturer

- Build a quality product
- Schedule to meet project demand
- Works with Contractor/Subcontractor
- Got to make money
- Last to have input on project design



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# The 5 Whys Method



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## Define the problem

Why is this happening

Why is That?

Why is That?

Why is That?



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# Drycast versus Wetcast



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# Unknown Influences

Weather  
Location  
Difficulty of Project  
Timeline –unreasonable?



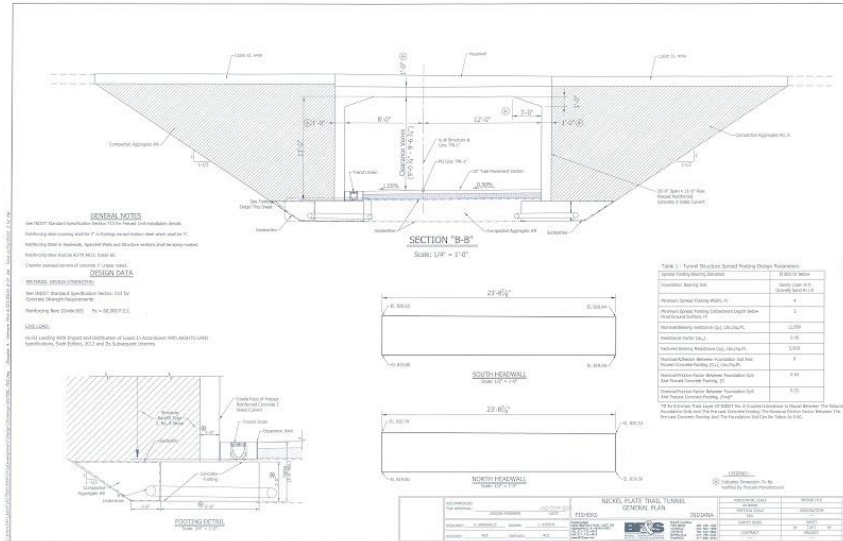
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# Deescalate the Tension



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# Box Culvert Headwall Issue



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Let's compare notes!



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## Take A Ways

- Be involved on the front end if possible
- Communicate concerns immediately
- Be able to communicate effectively
- Be an asset to all parties, not the problem.



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## Teamwork,Teamwork ,Teamwork



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Thank You.



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