

TRUST

Drive Change,

 Boost the Economy

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Essence of Trust in Construction

Why this topic?

My VPM Evaluation with
Alberta Infrastructure

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TRUST

Very Difficult to quantify but it is the Foundation of Every Project Success and Failure

INTERNAL TRUST INFLUENCE

Organizations with High Trust:

- o Have more repeat business
- o Are more timely on project delivery
- o Have lower voluntary turnover & recommendations
- o Getting more then you pay for



Higher \$\$\$

- o Increase gross margins by 2-7%
- o What is the cost of schedule to the Owner / Contractor and Consultant
- o Cost 33% of salary to replace employee
- o Twice as likely to do more then what is asked.

EXTERNAL TRUST INFLUENCE

Organizations with High Trust:

- o Have a greater Collaboration with team members
- o Have Increased Transparency
- o They Communicate Quickly and Clearly



Higher Performance

- o 2x > chance of proper collaboration
- o Access to info is key
- o Get a 25% faster responses



Mishaps of Mistrust

Today there is a massive stifling in our economy due to mistrust.

Owners, Consultants and Contractors alike, protect their own interests which halts communication, increases construction costs, delays projects and ultimately results in legal disputes.

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MISTRUST

Trust and Mistrust is a double-edged sword - It cuts both ways

Project Failure Example - Exercise

- o What is your last failed project?
- o How much did it cost?
- o When you dig deep enough did “trust issues” contribute or amplify the problems?

Example - Septic System Design



Methods of TRUST

From the beginning of project concept, the team can establish simple methods to show TRUST.

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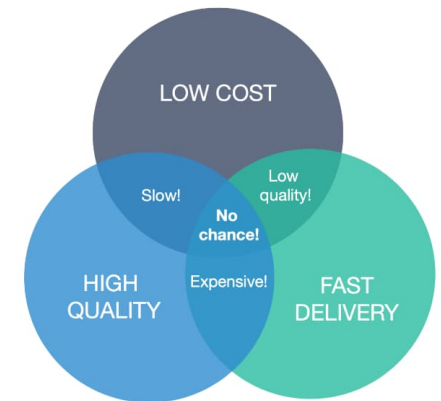


Methods to Establish Trust

A project is only as strong as the approach taken to develop it.

Discussion: **HOW** to initiate & Maintain Relationships of Trust?

- o Project Delivery & Procurement - Make sure it fits the project goals
- o Contracts
 - o Proper Risk Allocation
 - o Fulfill your obligations
- o Team
 - o Respect Everyone's Role - Let them do their job and get out of the way.
 - o Take a risk on a person - Provide support when they fail - Take another risk



Methods to Establish Trust

Discussion: **HOW** do we initiate Relationships of Trust?

- o Project Management
 - o Stop the duplication of work (Too many layers to many processes)
 - o Give people authority to make proper decisions
- o Disputes
 - o Stop the distrust spiral - Admit your errors
 - o Seek help from external team members
 - o Look to the long game (Win the War not the battle)



THANK YOU.



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