A close-up photograph of plant leaves, likely from a Bird of Paradise flower, showing vibrant blue and green hues with prominent veins. The image is partially obscured by a dark grey semi-circular shape on the right side.

Learn by Doing from Those Who Do



DENNIS
DORAN

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Do something different.

LCI's Vision

Healthy,
thriving
industry

Deliver
outstanding
project
outcomes

LCI's Mission

- ▶ Transforming Practices
& Culture

Learning from those who VALUE:

Guiding Principles

Inclusion

Transparency

Service

Courage



Lean Construction Institute
Transforming Design and Construction

Bedrock Principle:

Respect for people



What R U 4?

- Respect ★
- Responsibility
- Relationships
- Results

What do we say about CHANGE?

THE ONLY
THING THAT'S
CONSTANT IS...

... IS
INEVITABLE

...FOR THE
BETTER



“If you don't like something, change it. If you can't change it, change your attitude.” -*Maya Angelou*



COVID


COVID
challenges
virtually
everything:

Routines

Communication

Relationships

Mental Health

A perspective view looking down a dark, ribbed tunnel towards a bright blue sky with white clouds at the end. The tunnel's interior is dark and textured with concentric rings. The light from the opening creates a strong contrast, illuminating the path ahead.

Light at the end...

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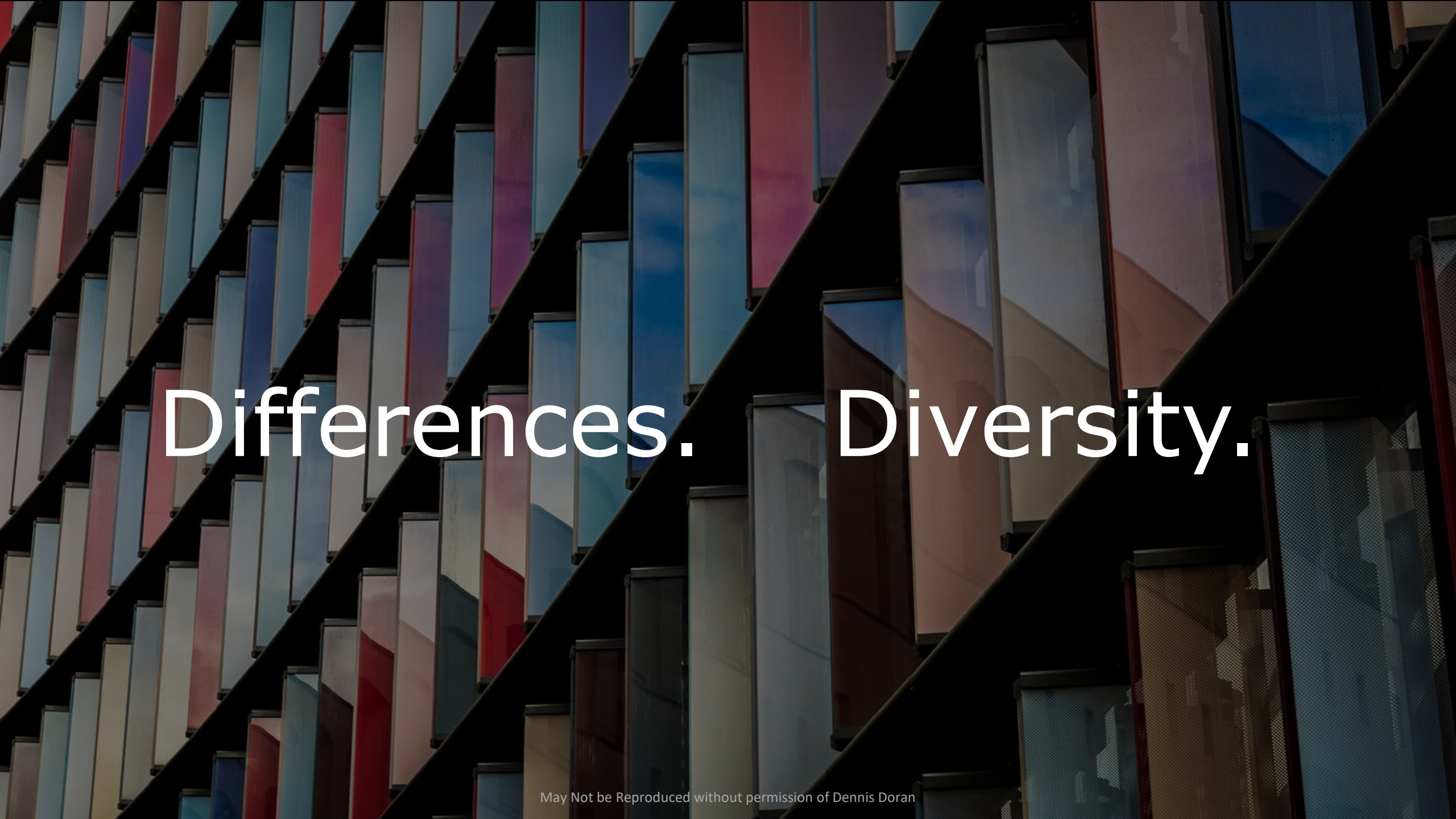
COVID demands:



REFLECTION



RESILIENCE



Differences. Diversity.

I'm just like you.



One thing you have in
common with every other
person:

YOU ARE DIFFERENT



Differences Amplified by COVID:

Mental Health

Burnout

Addiction

Suicide

Diversity Is...

about demographics

about profitability

about values

about behaviors

a long-term, ongoing process

Value Drivers of Generation Y & Z

Racial and Ethnic Diversity

Social equality

Progressive and Pro-government

Climate change



Diversity

Inclusion

Inclusion:

Workforce
demographics

Technology
acceleration

Business and
Industry
accelerating

Business
Strategy

Unconscious/Implicit Bias

forms of discrimination and
stereotyping

unconsciously attributed to
another person or group of
people

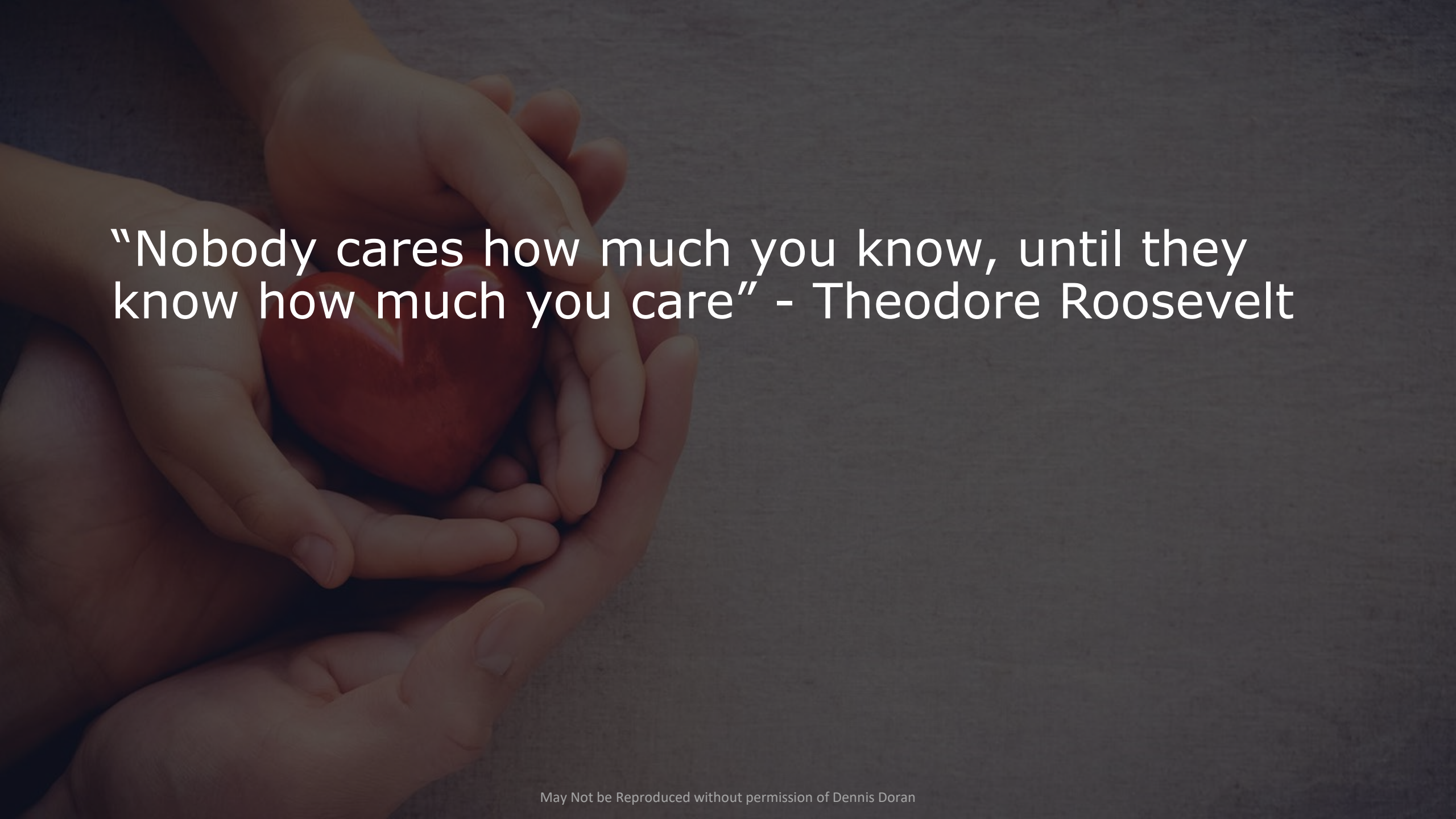
A low-poly, stylized illustration of a large field of umbrellas. Most are light blue and grey, but one in the center is a darker blue. The perspective is from above, looking down on the tops of the umbrellas.

0.0013%

If you are a leader, they're
w a t c h i n g y o u

A small green seedling with four leaves is growing out of a crack in a grey concrete surface. The background is a blurred, light-colored wall with some brown stains.

Caring is required...
Now more than ever

A close-up photograph of two hands gently cupping a small, realistic red heart. The hands are positioned on the left side of the frame, with fingers slightly curled around the heart. The background is a dark, textured grey. The overall mood is tender and caring.


“Nobody cares how much you know, until they know how much you care” - Theodore Roosevelt



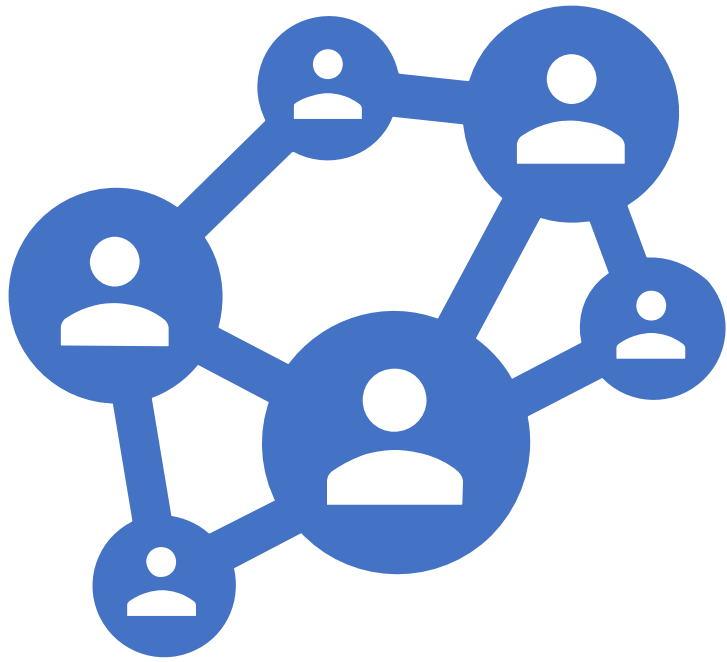
“There’s no such thing as soft skills.” - *Simon Sinek*



“Soft Skills are not really skills...” – Dennis Doran



“Trust is the glue of life. It’s the most essential ingredient in effective communication. It’s the foundational principle that holds all relationships.” - ***Stephen R. Covey***



Nearly every survey I
research about qualities
of great leaders –

COMMUNICATION

“Ultimate Core Competence” –

Dennis Doran


Most Important Elements:

Clarity

Message

Motivational

Inspirational



We are in the people business

- work for
- work with
- we serve people who are our customers, so we are in the service of people



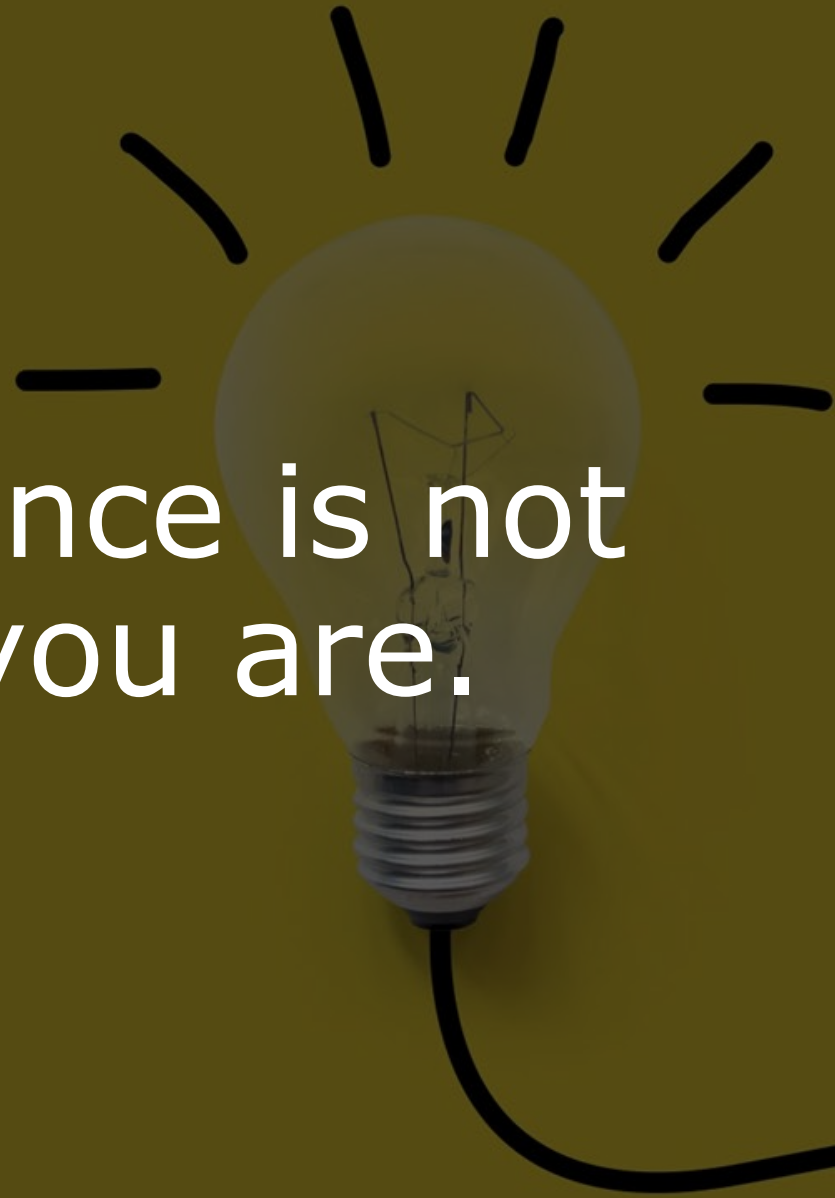
How are you?

How you are...



You cannot
understand
others
if you don't
understand
yourself **FIRST**

Emotional intelligence is not
about how smart you are.



Mirror Questions

- How would you describe yourself?
- If I asked someone to describe you, what would they say?

My experiences tell me that...

It's not about **WHAT** you know
It's about **HOW** you are...

With yourself, With your family, With your friends,
With the people you work for and with

It's about starting, building, and maintaining good **RELATIONSHIPS**
in all parts of your life.

And this all starts with knowing yourself *FIRST*.
Really knowing yourself!



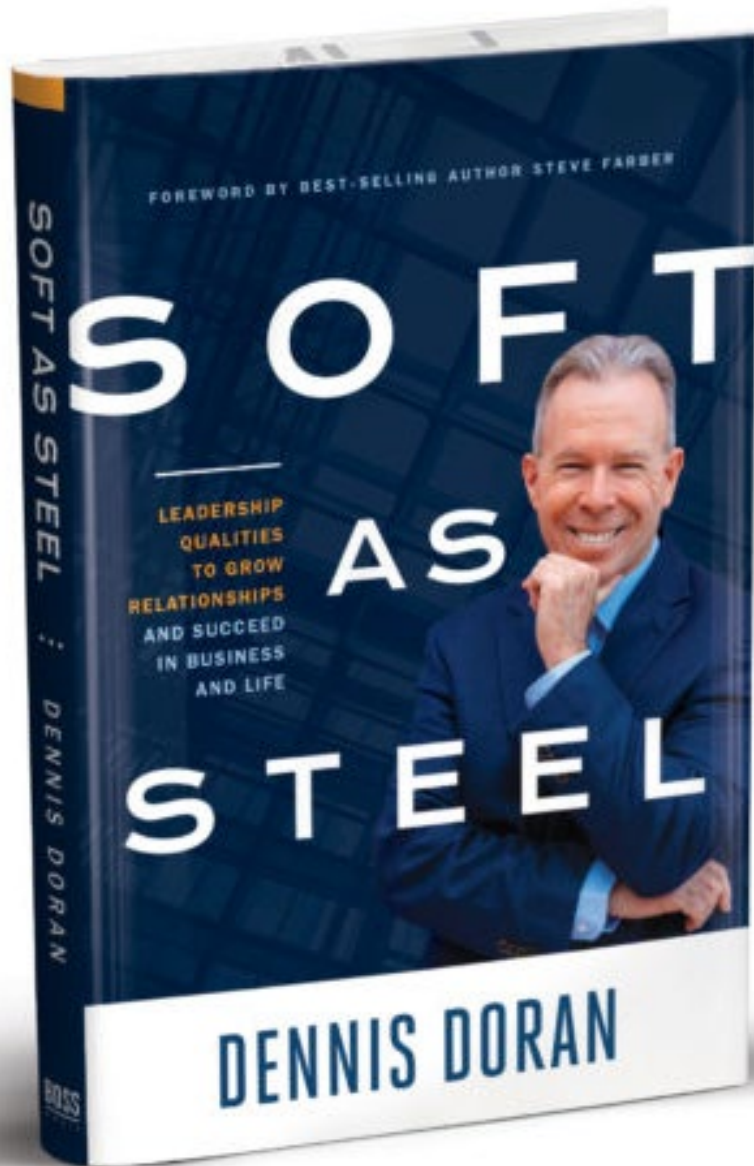
“Do what you love in the
service of people who love
what you do.” - *Steve Farber*





Do something different.

**For you.
For others.**



Dennis Doran

Visit my website at:

<https://dennisdoranspeaking.com>

Where you will find links to my book 'Soft As Steel', as well as my social media channels, and my new audio message series 'Soft Skills Talks'. Sign up to receive Soft Skills Talks delivered directly to your inbox each week.

And remember, Soft Skills Matter!



D E N N I S
D O R A N

