

Good morning everybody. Dennis Engelbrecht with Digging Deeper, our pod series hopefully digging into specific construction issues and situations that you see day to day and hopefully it can give you some help in improving your construction company and improving your day at work.

In one of our recent roundtable groups, one of our members came out with, I guess we always get these sort of great wisdoms from our members and you never know where it's going to come from, but he said one of the things he adopted since our last meeting was to start every conversation with a personal question. If he's got a call, he's a general contractor, so if he's calling a subcontractor to rather than get on the phone and talk about how many people are you going to have on the job today, or where are you with this, where's your submittal, and all of this to just start with a personal question, which may be, how are you doing today? How's your family? Whatever it might be, but just to make sure that you're really having a relationship before you ask people to do something for you.

What he had found in the time he had been doing that, and of course I think he's also encouraging his team to be doing that as well, is that he gets more done. He gets more done because people want to respond to somebody who has shown some care and that it's a very small thing to start each phone conversation with a bit of personal before you get to the business and maybe takes an extra 30 to 60 seconds to complete that part of the conversation, but it sure curtails the time that it takes to try to push a rope and to try to get things done with people that maybe aren't as concerned about you and what you need. But by bridging that and being a little bit more personal, I think you'll find that you'll get a little more success.

We had a pretty short one today, but keep tuning in. By the way, FBI's bootcamp for future company leaders and rising leaders, we're starting our next session in February and be on the lookout for more information about that. Thanks a lot.