

HOW TO GET TO YES WITH CLIENTS & GOVERNMENT

EMA of BC Annual Workshop 2020

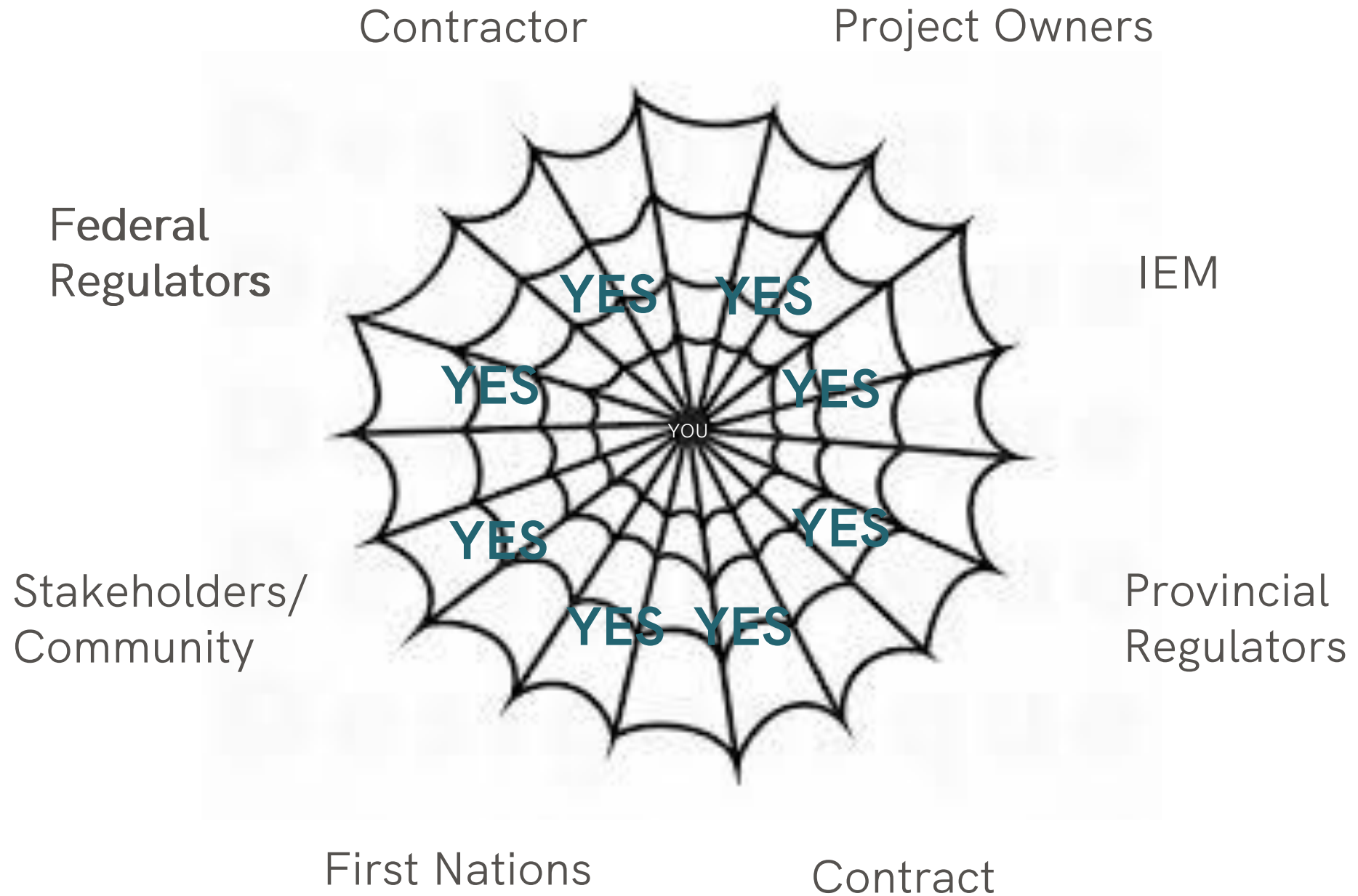
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**Connecting, Influencing & Engaging as
Environmental Professionals**

March 5th, 2020









- **We can, but why?**

- **Have you considered...**

- **YES, but...**

YES ...

- **Maybe...**

- **Let's think about this...**

- **YES**

- **What about this idea?**

- **Can I have this too?**

- **Can we do it later this week?**



FIRST AND FOREMOST...

- You must be willing to say YES – *communicate*
- You must be able to defend it – *negotiate*
- You must be transparent – *respect*

SO HOW DO WE GET TO 'YES'?

- 1 Engagement
- 2 Transparency
- 3 Clear deadlines
- 4 Communication
- 5 Culture
- 6 Non-confrontational
- 7 Adaptability
- 8 Solutions not problems
- 9 Approachability
- 10 Trust

GOVERNMENT – COMMUNICATION

- 1 Engagement
- 2 Clear deadlines
- 3 Non-confrontational
- 4 Culture



GOVERNMENT – NEGOTIATE

1

Transparency

2

Solutions not problems

3

Adaptability



GOVERNMENT – RESPECT

1

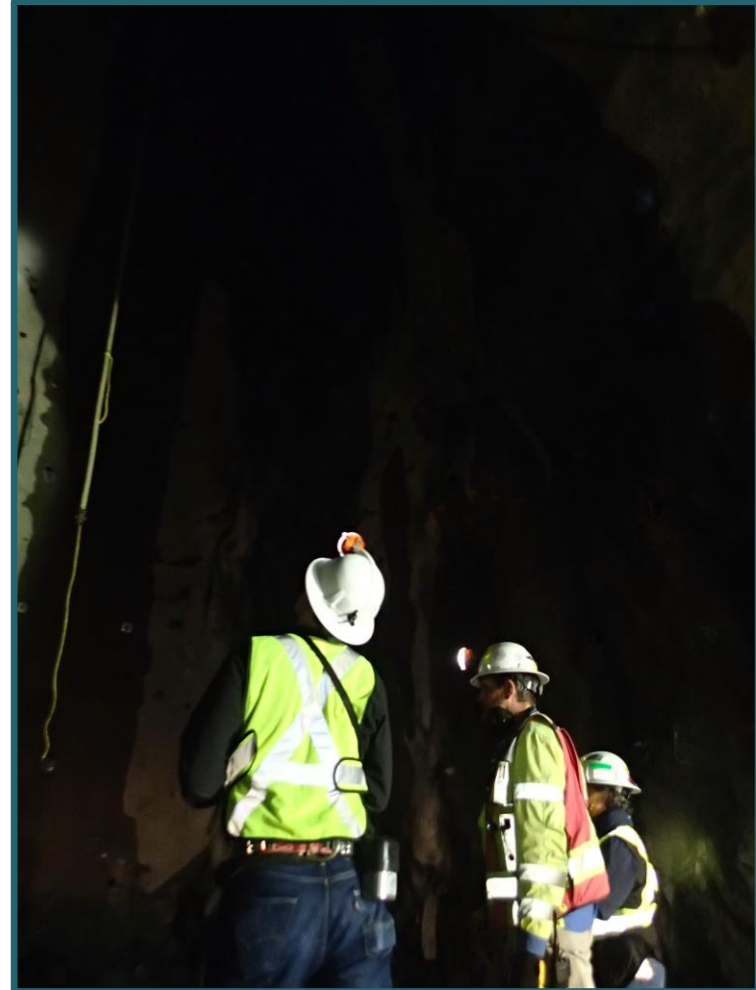
Trust

2

Communication

3

Approachability



CLIENT

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CLIENT

Mitigation Measure	Description	Success/Failure
Communication and Relationships	Fostering a sense of shared pride in the Project and of environmental protection. Encouraging a culture of transparency and being approachable and non-confrontational.	This is by far the most effective avoidance/mitigation measure for the environmental protection on the Project.

CLIENT – COMMUNICATION

1

Engagement

2

Transparency

3

Culture

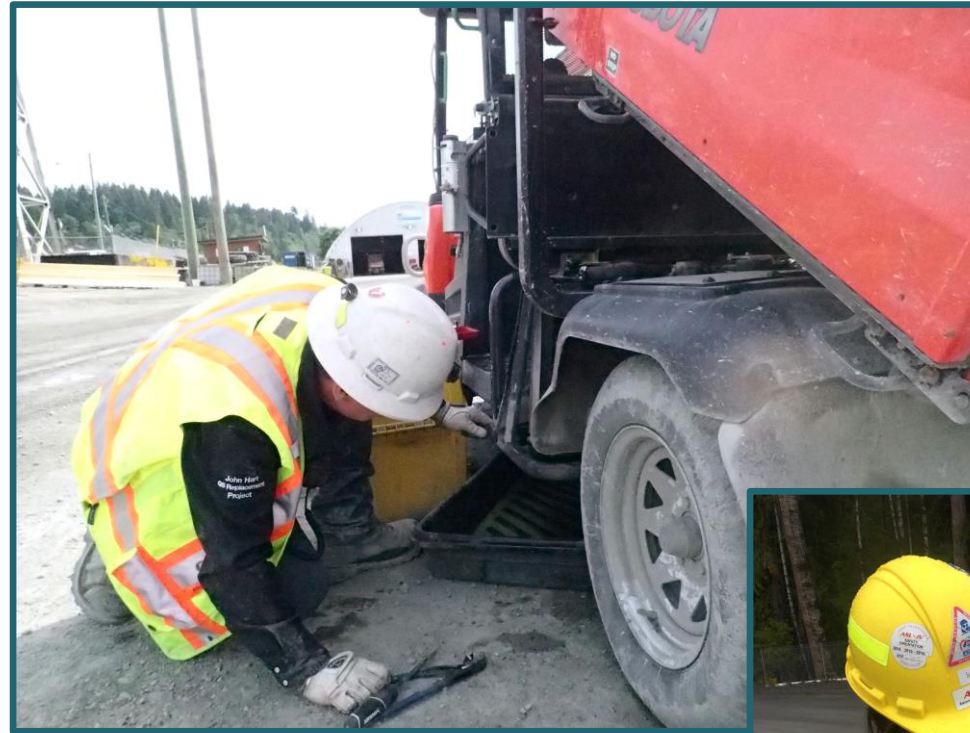
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Adaptability



CLIENT – NEGOTIATE

- 1 Approachability
- 2 Non-confrontational
- 3 Clear deadlines
- 4 Solutions not problems



CLIENT – RESPECT

1

Communication

2

Trust





RECAP ...

- You must be willing to say YES – *communicate*
- You must be able to defend it – *negotiate*
- You must be transparent – *respect*



MANAGE YOUR WEB

- Set expectations
- Say yes
- Be transparent
- Smile





Hatfield