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**APWA WA**     
OCT 9-10, KENNEWICK WA  
2024 FALL CONFERENCE



# Effective Elected Official Communications, getting to “YES”

**Moderator** - Erik Martin, PE

## **Panel Introductions**

Scott Hutsell, Lincoln County Commissioner

JC Baldwin, Chelan-Douglas Regional Port Authority Commissioner

Jennifer Walker, Thurston County Public Works Director

Ramiro Chavez, City of Tacoma Public Works Director/City Engineer



# LEARNING OBJECTIVES

**Objective 1** – Prepare public works staff and their consultants, to effectively communicate with elected officials.

**Objective 2** – Identify common pitfalls and proven strategies in getting recommendations approved by officials.

**Objective 3** – Develop skills for building trust with elected officials.

# Panel Questions

- Communication Styles
  - How do you decide what is the best way to communicate for any give situation?





# Panel Questions

- Communication Styles
  - How do you determine your audience's preferred communication style or delivery method?



# Panel Questions



- Communication Styles
  - Do you have any examples of good (or bad) alignment of communication styles as an elected official or staff communicating with EO's?



# Panel Questions

- Staff Proposals – Getting to “YES”



- What are some ways staff can build trust with elected officials?

# Panel Questions

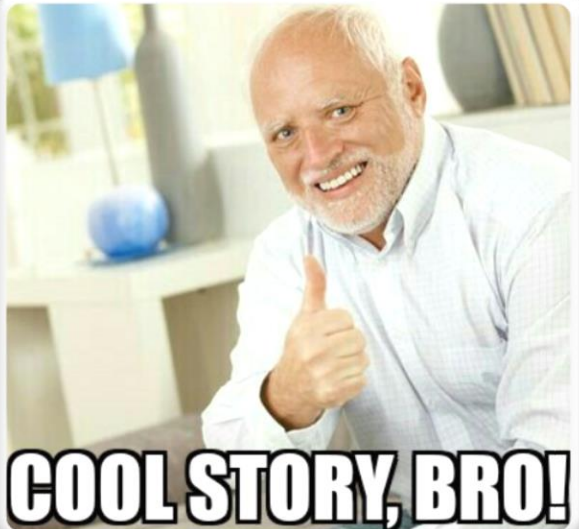
- Staff Proposals – Getting to “YES”
  - What are some key elements to successful staff proposal?





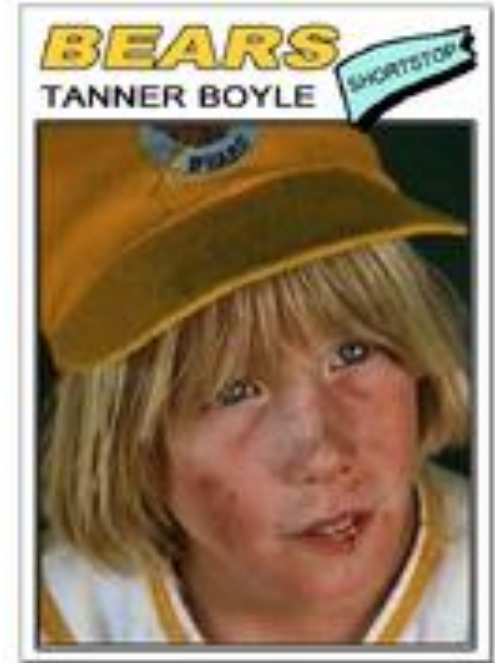
# Panel Questions

- Staff Proposals – Getting to “YES”
  - Do you have an example of a great (or not so great) proposal from a staff member?



# Panel Questions

- Difficult Situations
  - How do you handle communication of “bad news”?



# Panel Questions

- Difficult Situations
  - How do you recommend communicating with more difficult personalities?



# Panel Questions

- Difficult Situations
  - How do you communicate with a divided board or commission?
    - What to do and what NOT to do?





# Words of Wisdom

- What's your best advice for public works staff to be great communicators with their EO's?



# Words of Wisdom

- Audience Q&A
  - Questions?
  - Stories?
  - Scenarios?





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*Thank You*