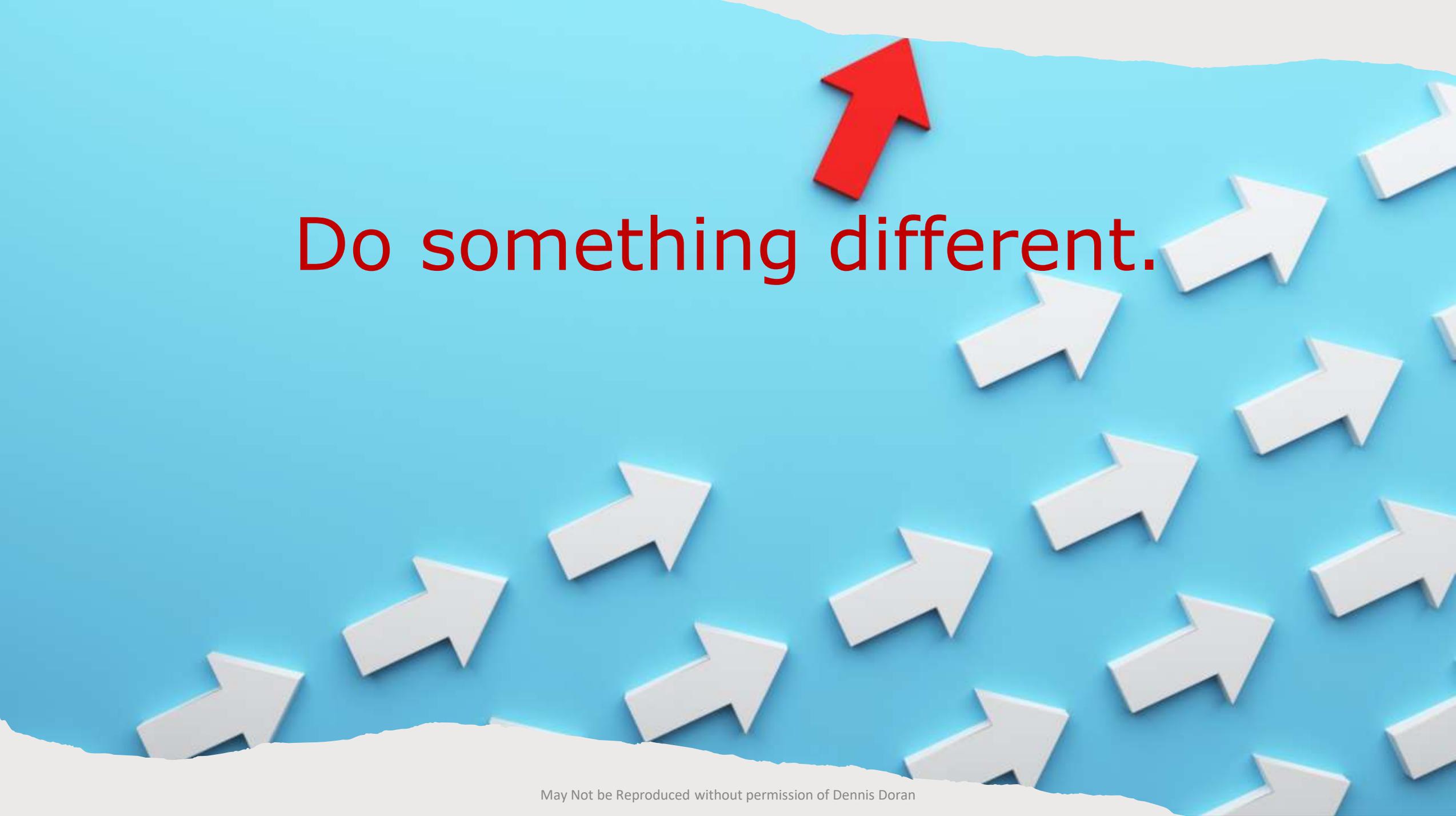


# Learn by Doing from Those Who Do



DENNIS  
DORAN

A light blue background with a torn paper effect at the top and bottom edges. Numerous white 3D arrows point to the right, scattered across the lower half. A single red 3D arrow points up and to the right, positioned in the upper right quadrant, standing out from the others.

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 tunnel towards a bright, sunlit sky with clouds at the end. The tunnel walls are dark and textured, creating a sense of depth and enclosure. The light from the sky at the end of the tunnel illuminates the path ahead, symbolizing hope and a bright future.

Light at the end...

May Not be Reproduced without permission of Dennis Doran

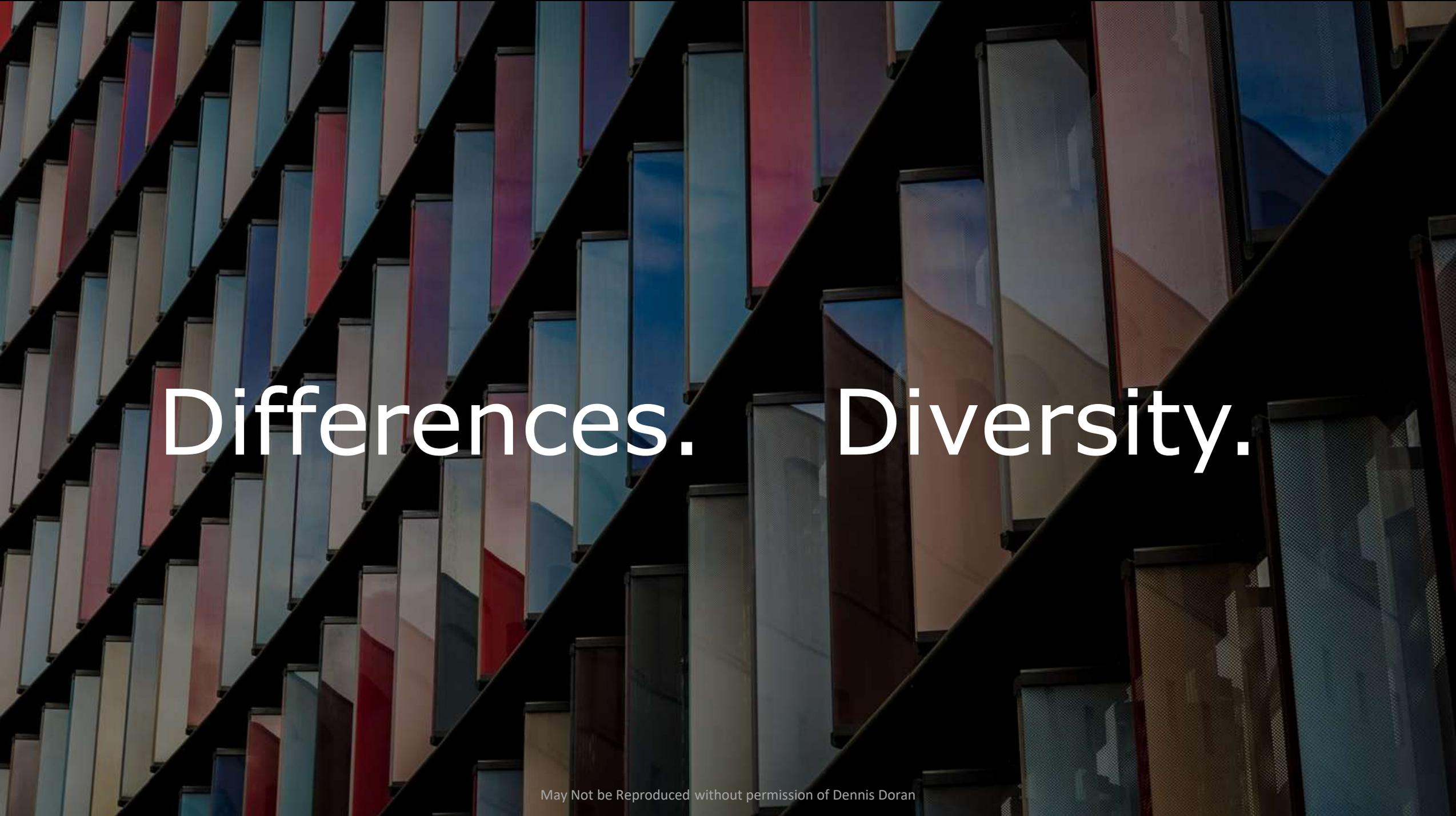
COVID  
demands:



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

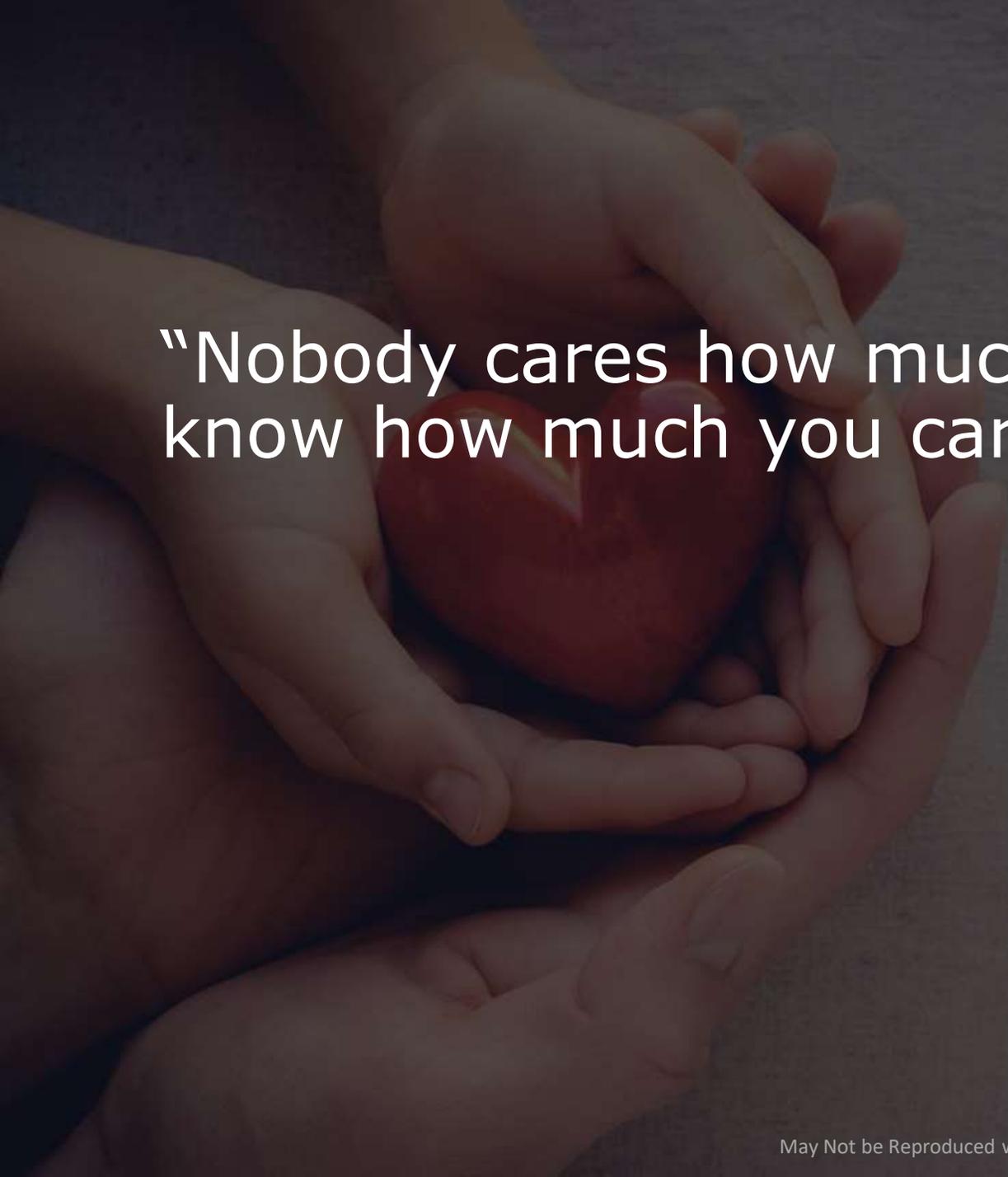
A field of many light blue umbrellas with one dark blue umbrella in the center. The dark blue umbrella is the focal point, and the text '0.0013%' is overlaid on it.

0.0013%

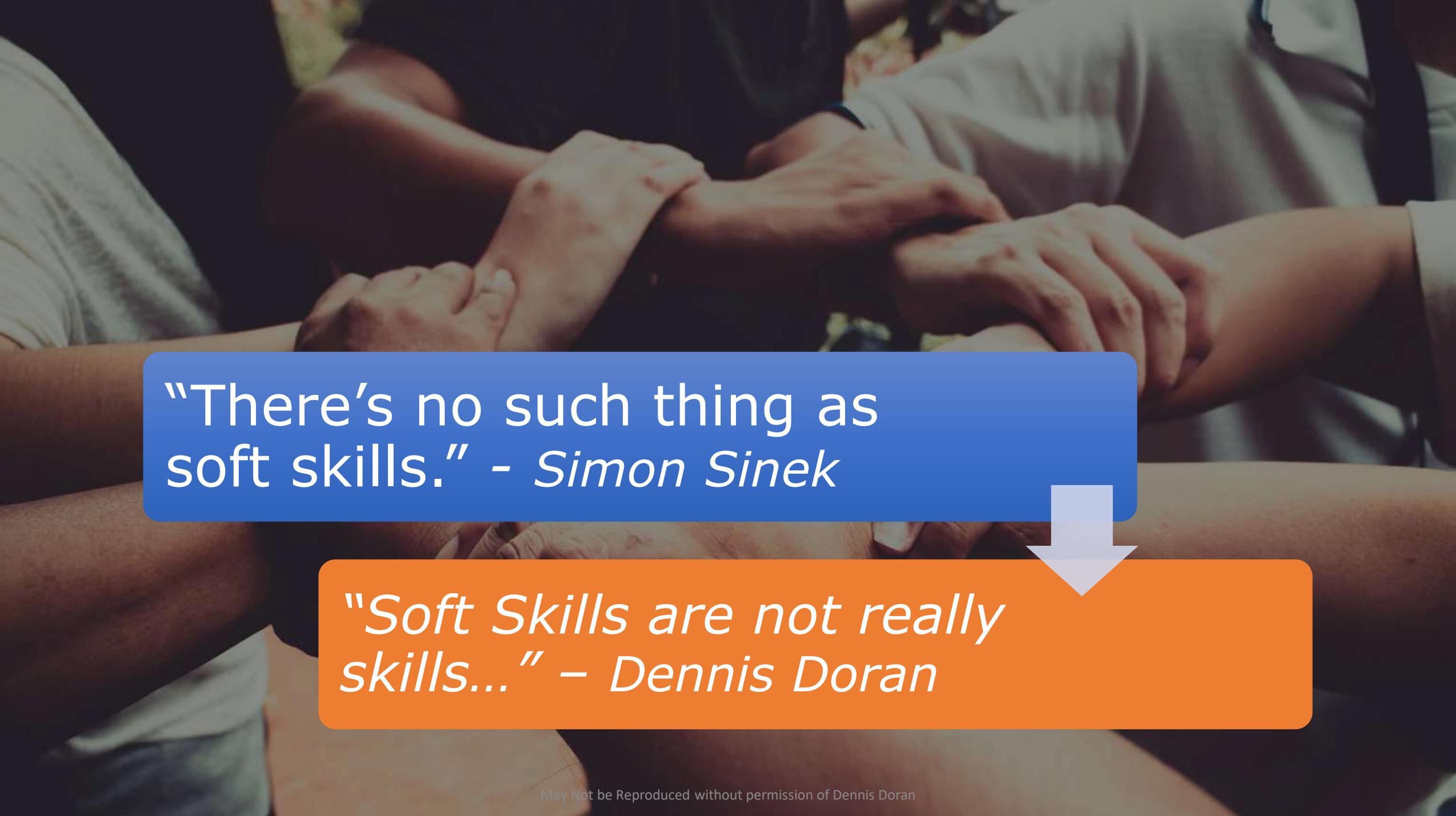
If you are a leader, they're  
w a t c h i n g   y o u

A small, vibrant green plant with several leaves is growing out of a crack in a grey, textured concrete surface. The background is a blurred, light-colored wall with some faint, reddish-brown stains or cracks. The overall scene is a metaphor for resilience and growth in a difficult environment.

Caring is required...  
Now more than ever

A close-up photograph of two hands, one slightly above the other, gently cupping a bright red, realistic-looking heart. The hands are positioned on the left side of the frame, with the fingers slightly curled around the heart. The background is a dark, textured grey. The overall mood is one of care and protection.

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



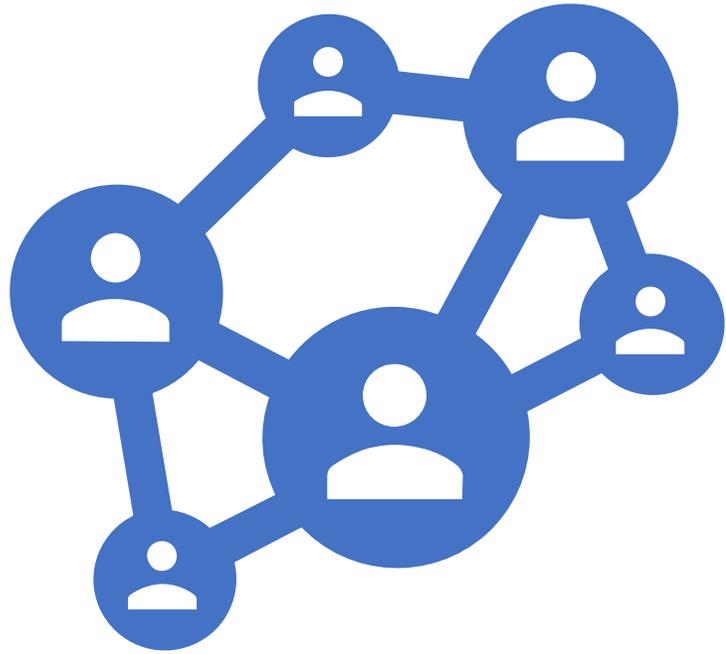
“There’s no such thing as soft skills.” - *Simon Sinek*



“*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

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# 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



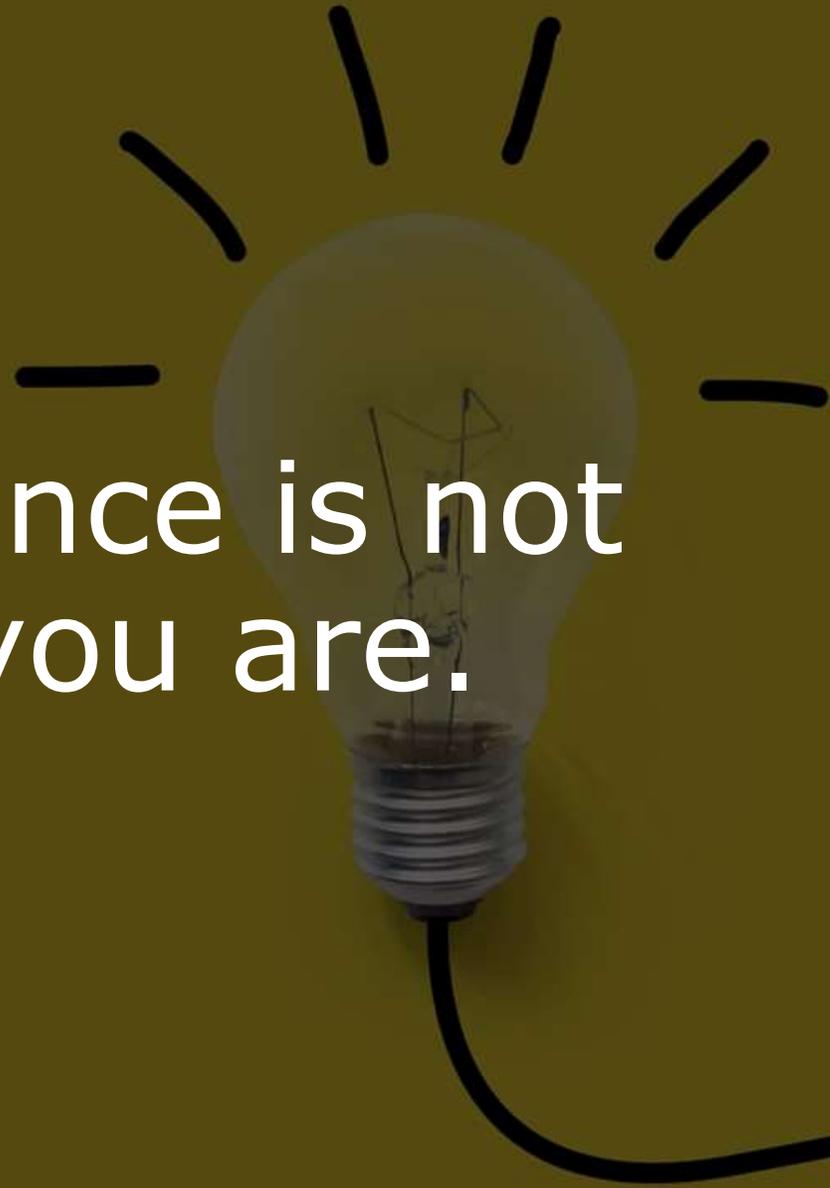
How are you?

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!***



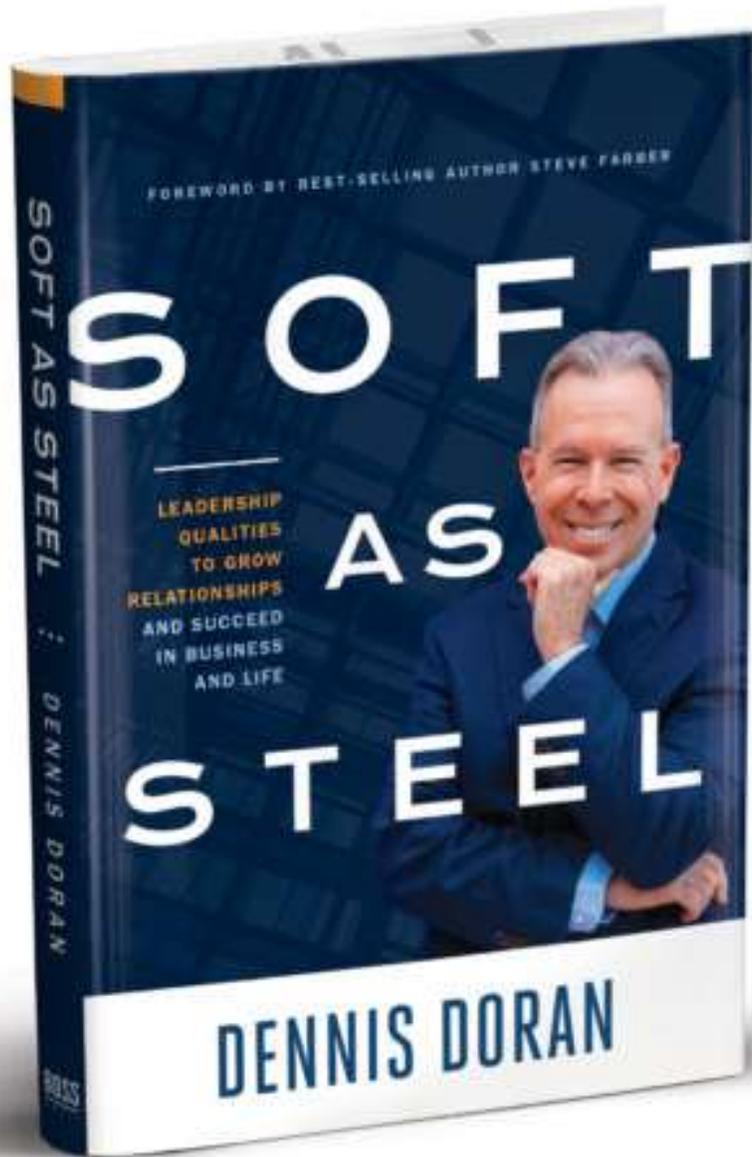
“Do what you love in the  
service of people who love  
what you do.” - *Steve Farber*





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!



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