

1  **Cultural Monitor Training Program  
Phase III**

Communication skills for written records and  
Oral communication with project personnel.

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2  **DIRK CHARLEY**

**Dunlap Band of Mono Indians, Tribal Council Member At Large. Tribal Relations  
Program Liaison for the Sierra and Sequoia National Forests.**

3  **Objectives:**

**Demonstrate an ability to perform and communicate clearly and with confidence.**

**Excel in Effective and positive communications.**

**Effectively communicate management expectations. (Know your position in the  
hierarchy).**

**Effectively communicate authority under difficult circumstances. (You have the  
power to shut the project down, any point in time)**

**Use proper oral and written language.**

4  **Know your assignment**

5  **Know your assignment**

- Conduct your research, due diligence.
- The Who, What, When, Where, How and Why.
- Have the Contact information for them ready to go. Be sure to get their name and title correct.
- Know their business name/address.
- Set up an appointment.

6  **Know your assignment:**

- Have your reference information available (the letter describing the project/assignment);
- Be sure to have cards for yourself, or a letter of authority/direction from your Tribe, group, organization, agency and staff department. Who are you?
- Dress for the occasion.
- Please show up on time.
- Call and verify the appointment again if necessary.

7  **The Case File**

- There is the Office stuff.
- Make some time to review ahead of time.
- Is there anyone else who may have knowledge about this?
- Someone who has historical information, corporate memory?
- Website/internet links cited/referenced. Did you try them out?

8 **There is the Field Stuff:**

- Scout it out if possible – travel to.
- Consider the lay of the land, any special hazards?
- Look in the file. Community contacts mentioned?
- Any special events happening during your project timeframe? (A special event nearby that may be impacted by the project)
- Practice situational awareness. (hunting season).
- Did you consider the safety aspects of the project? Did you look for Parking places or turnouts nearby? Other construction activities or emergency actions?

9  **Become familiar with the project**10  **Become Familiar**

- Did you conduct an adequate amount of research?
- Did you remember to write up the questions that you need to be better informed about regarding your task?
- Take the time to review the material, look up definitions of terms, its ok to ask if there is a glossary for reference.
- Don't just rely upon your memory.
- Remember you are there to explain and convey clear understanding and expectations, etc.
- Be ready to reciprocate/share the information/knowledge that you have.

11 **Use Tact and Diplomacy**12 **Tact and diplomacy:**

- You are here in the spirit of cooperation!
- Conduct yourself in a smooth and easy manner.
- Avoid using bad language or rough humor.

- Avoid sarcasm or criticize other persons or organizations.
- Follow proper protocol; try to determine ahead of time by asking questions prior to the main event.

13  **Tact and diplomacy:**

- Be polite in all situations.
- Handle all visitors with grace and style.
- Welcome others and convey sincere appreciation at every opportunity.
- Try to gain contact information for them and yourself, Tribe, tribal group or organization and department.

14 **Practice Listening skills:****With Respect and Gratitude**15 **Listening skills:**

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- Listen for the Key messages.
- When someone says, "I have four key points to make" be sure to take the time to jot them down or get a copy of their notes from the facilitator.
- Who is in charge?
- Who appears to be in charge?
- Consider the Nature of the project?

16  **Listening skills:**

- Timeframes and Deadlines?
- Other important information to consider:
- Weather, (changes in the forecast);
- Safety!
- Access. (who has the keys?)
- Available resources; or changes affecting them.
- Additional/new personnel on site.
- Specialized equipment, transportation routes, communications procedures, etc.

17 **Documents shared**

18 **Documents shared:**

- Become familiar with them.
- If you have questions or need additional information be sure to write your questions down (Remember, folks may be depending upon you for this information).
- Do it ahead of time or right after the assignment while things are still fresh in your mind!
- Are these documents accurate, up to date, correct and do you have enough copies to go around if needed?

19 **Documents shared:**

- Maps? Photographs? (Past and present as a comparator), Satellite photos?
- Contract blueprints/specifications?
- Unsure about definitions? Ask them to explain their meanings as many agencies have similar acronyms or abbreviations but they have different meanings. Gain clarity.
- Don't just rely upon your memory; you're there to gain clear understanding and expectations and get the job done.

20 **How are you capturing the information?**21 **How are you capturing the information?**

- Take an assistant or intern with you if possible.
- Take notes, have a tape recorder, or bring a digital camera.
- Take pictures from a 360 degree angle.
- *Tip: Get at least 3 pictures, from a grand perspective of the location, of the key speakers, pieces of equipment, overall operations, unusual features.*
- Note: Before taking pictures or video, check to see if it's ok first!

22 **Follow up needed?****Did you get a business card? A brochure?****Phone number, email address, and the name of the alternate staff member or representative?**

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**Transcribed notes:**

- Always a challenge, takes time.
- See if you can designate that special person to assist you; share your hand written notes at least.
- Don't forget to share or gain the best contact information for them and yourself again if things change (i.e. unexpected changes, schedules, staffing, etc.)

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**Fire assignments:**

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**Fire Assignments:**

- Communication methods with designated Chain of Command.
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- Cell phone, iPhone, email or radios. (Frequencies)
- Incident Action Plans.
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- Emergency Post-Fire Site Inspection Records

26  **Questions? Comments?**

