



Key Relationships

COCM
April 29th, 2024



Act 54 Class Information

Class Title:	Key Relationships
Program Approval:	CP-23-00090
Instructor:	Scott Cope #1808
Hours Approved:	2 Hours Rules & Acts (formerly Communication)
Location:	The H-Hotel 111 W. Main St., Midland, MI 48640
Date:	April 29th, 2024



Key Relationships

What are we going to cover?

- What are key relationships?
- Who?
- Why do you need them?
- How do you develop them?



Key Relationships (What are they?)

- What are you talking about?
- I don't want no stinkin' relationships
- Give me some green & red tags, and let me do my job.
- Most of us are technical people.
- Communication and relationships are not our strong points.
 - Girder Hanger story
- These are the relationships that can help you do your job.
- If you want to be a good Professional Plan Reviewer, Inspector, and/or Building Official, you need these key relationships.



Key Relationships

Who?

Your Staff

- You need them
- They need you

Your Peers

- Inside Your Organization
 - Other Department Heads
 - Other Plan Reviewers
 - Other Inspectors
- Outside Your Organization
 - Neighboring Communities
 - Your Local Chapter Members
 - COCM Members
 - ICC Members
 - MMCOA Members





Key Relationships

Who?

Your Boss

- Do they know what you do?
- Do they support you?



Your Board/Commission/Council

- Do they know what you do?
- Do they support you?





Key Relationships

Who?



Your Customers/Residents

- Do they know what you do?
- Do they find value in what you do?



Architects/Engineers

Suppliers/Contractors/Home Builders Association (HBA)



Your Local Business Owners

Your Local Chamber of Commerce

Anyone Else Who Can Help You Do Your Job





Key Relationships

Why?

Your Staff

- They do the work
- If they succeed, you succeed





Key Relationships

Why?

Your Peers

- Inside and outside your organization
 - Help you negotiate internal and external politics
 - Keep you in the know so you are prepared
 - Help you with problems
 - Provide support
 - COCM, SEMBOIA, MMCOA
 - ICC
 - COVID help





Key Relationships

Why?

Your Boss

- They can get you the things you need!!
- You need their support





Key Relationships

Why?

Your Board/Commission/Council

- They can get you the things you need!!
- You need their support



Key Relationships

Why?

Your Customers/Residents

- They are who we serve
- Without them they don't need us





Key Relationships

Why?



Home Builders Association, Contractors,
Suppliers, Architects, Engineers

- Without them they do not need us
- They can make our jobs easier
- We are all in this together
- Working toward common goal
 - Well built, safe building constructed on time and within budget...Satisfied Customer





Key Relationships



Why?



Rochester
Regional
Chamber
of Commerce

Rochester • Rochester Hills
Oakland Township

Your Local Chamber of Commerce and
Business Owners

- They bring businesses to our community
- They need to know we are there to help
- They build buildings and fill empty spaces
- They talk about their experiences
 - Good and bad
- They need to know you will treat everyone equal and fair.



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What Were They Thinking?





Posted on www.fullahamatal.com





Key Relationships

How Do You Develop Them?

Your Staff

- Be a good leader
 - Your actions speak louder than your words
 - Believe in your staff
 - Reinforce the positive
 - Address the negative
 - Be a good listener
 - Understand the needs and desires of your staff
 - Help them attain them
 - Let them know you care
 - They need to be able to trust you
 - You need to support them
 - Provide opportunities for professional growth
 - If they succeed, you succeed





Key Relationships



How?



Your Peers Inside and Outside the Organization

- Talk to each other
- Share your challenges and successes
- Meet for lunch
- Help each other
- Attend your local chapter meetings
 - Sit with people from other communities
 - Get to know your peers in your area
- Attend COCM Conferences
 - Get to know your peers from around the State
- Attend ICC Annual Conferences and Code Hearings
 - Get to know your peers from around the Country



Down River Association of Code Officials





Key Relationships



How?

Your Boss

- Building trust, respect, and confidence
 - Upfront and honest
 - Keep them informed of the good and bad
 - Keep them in the loop
 - Weekly/Monthly reports
- Be a helpful resource
 - Building and Ordinance Complaints
- Respond quickly
- Make them look good
- Educate
 - Make sure they know the value of what you do



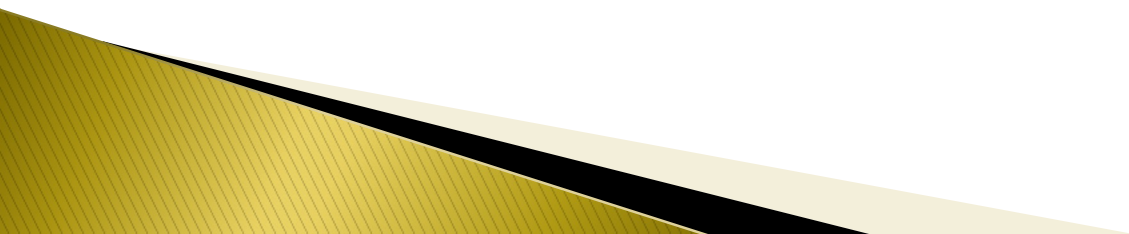
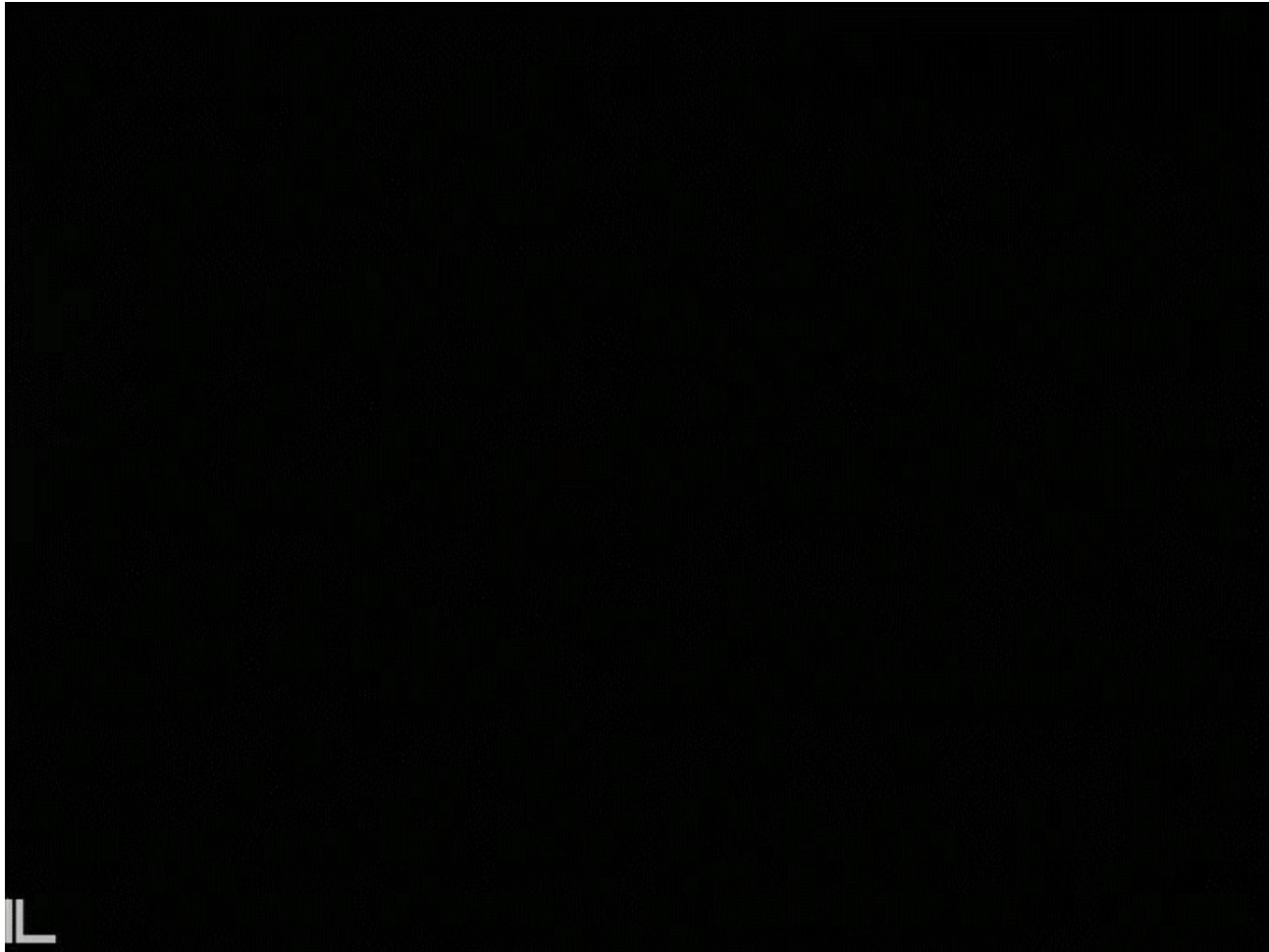
Key Relationships

How?

Your Board/Commission/Council

- Know how politics work
 - Who knows who
 - Who owes who
- Build Trust
 - Up front and honest
 - Flexible when you can
 - Firm when needed
 - Respond Quickly
 - Make them look good
- Educate
 - New member orientation
 - Building Department part of Public Safety
 - Open House







Key Relationships

How?

Your Customers/Residents

- Be a helpful resource
 - Respond quickly to questions and concerns
 - Educate
 - Help them understand value of what you do
 - You are looking out for their safety
 - Homeowner Association meetings
 - Building Safety Month activities





Key Relationships



How?

Home Builders Association, Contractors, Architects, Engineers, and Suppliers

- The key is free, open, and honest communication
 - Onsite meetings
 - “Coffee with the Inspectors”
 - Keep them informed of code changes
 - Be reasonable, practical, and fair in applying the code
 - Respond quickly
 - Develop trust
 - Help them
 - Work with them
 - Wood Deck Construction Meeting



Key Relationships

How?

Your Local Chamber of Commerce and Business Owners

- Get to know them
 - Mayor's Business Council
 - Chamber Meetings
 - Ribbon Cuttings
- Get to know their challenges
 - Quick turn around time is important
 - Time is money
- You are a key part of their success
 - Be flexible, reasonable, and helpful
 - Help them get open quickly
 - MEDC Story



Rochester
Regional
Chamber
of Commerce
*Rochester • Rochester Hills
Oakland Township*





Key Relationships

- I don't need no stinkin' relationships!
- Most of us are technical people.
- Communication and relationships are not our strong points.
- We need to communicate better and develop these relationships.
- They effect the image of our department, our communities, and our industry.
- We need to improve that image.
- Communication and developing these key relationships are the keys to the improvement that we need.

Key Relationships



Thank You!!

Questions / Comments