



AI FOR COMMUNICATION & DOCUMENTATION

Use AI to create clear communication, streamline documentation, and keep projects aligned and informed.



EMAIL & MESSAGE DRAFTING

Draft professional emails, RFIs, updates, and responses quickly.



RFIS & SUBMITTALS

Generate RFIs, submittal logs, and cover letters.



MEETING NOTES & SUMMARIES

Summarize meetings, capture action items, and share with the team.



TRANSLATION & CLARITY

Translate content and simplify complex information.



DOCUMENT CREATION & EDITING

Create, edit, and format reports, submittals, and letters.

AI

AI Assistant

- Draft RFI to Structural Engineer Draft
- Summarize Weekly Progress Meeting Completed
- Generate Submittal Log Completed
- Create Executive Summary Report In Progress
- Translate Safety Update (Spanish) Completed

COMMUNICATE
COLLABORATE
SUCCEED



LEARN



APPLY



IMPROVE



LEAD



Human Intelligence + Artificial Intelligence = Better Decisions

THE COST OF POOR COMMUNICATION

Small communication gaps create big project problems.

DISCUSSION QUESTION



"How many project problems started because someone misunderstood something?"

COMMON COMMUNICATION PROBLEMS



Scope misunderstandings



Verbal instructions



Missing follow-up



Poor documentation



Incomplete emails



Unclear meeting notes



TEACHING POINT

Most project failures are not caused by lack of effort.
Many are caused by communication breakdowns.



KEY LESSON

Good communication reduces risk.

Good documentation protects projects.



CONSTRUCTION STORY: THE MISSING EMAIL

A subcontractor receives:

"Please complete this work next week."

They immediately wonder:

- Which work?
- Which day?
- Which area?
- What priority?

The message created more questions than answers.

THE FOUR LEVELS OF CONSTRUCTION COMMUNICATION

Every communication has a purpose.



1



INFORM

Provide information.

Examples

- Daily Reports
- Status Updates
- Notifications

2



CLARIFY

Remove confusion.

Examples

- RFIs
- Follow-up Emails
- Scope Questions

3



COORDINATE

Align multiple parties.

Examples

- Meetings
- Scheduling Discussions
- Subcontractor Coordination

4



INFLUENCE

Drive decisions.

Examples

- Change Order Requests
- Executive Summaries
- Owner Communications



AI performs best when the purpose of the communication is clear.



ONE MESSAGE. FOUR AUDIENCES.

AI adapts the message—not the truth.

Scenario: Project delay due to material delivery issues.



1. FIELD CREW

Focus: Action and Clarity

“We’re expecting material to arrive two days later than planned. This means we’ll need to adjust the installation start to Friday morning.”

- ✓ Direct
- ✓ Simple
- ✓ Action-Oriented



2. OWNER

Focus: Relationship and Solutions

“Material delivery is delayed by two days, which will impact our installation schedule. We are adjusting our plan and will keep you updated to minimize any impact to your project.”

- ✓ Professional
- ✓ Relationship-Focused
- ✓ Solution-Oriented



3. EXECUTIVE TEAM

Focus: Risk and Impact

“Material delivery is delayed by two days, impacting the critical path. We are adjusting the schedule to mitigate impact. Current risk to completion: Low. Cost impact: Minimal.”

- ✓ Concise
- ✓ Risk-Focused
- ✓ Financially Aware



TEACHING POINT

The facts remain the same. Only the audience changes.

DISCUSSION QUESTION

“Did the facts change?” **Answer:** No. The audience changed.

KEY LESSON: Professional communicators adjust their message without changing the truth.

AI AS YOUR CONSTRUCTION COMMUNICATION TEAM

One AI. Multiple perspectives. Stronger decisions.



SUPERINTENDENT

- Production
- Safety
- Logistics

Focuses on what happens in the field.



PROJECT ENGINEER

- Documentation
- RFIs
- Submittals

Focuses on accuracy and project records.



PROJECT MANAGER

- Budget
- Schedule
- Client Communication

Focuses on alignment and results.



EXECUTIVE

- Risk
- Profitability
- Strategy

Focuses on big picture and business impact.



DOCUMENTATION

AI can help draft:

- Daily Reports
- Meeting Minutes
- Site Observations
- Follow-up Emails
- Progress Summaries

Creates clarity today.
Creates a record tomorrow.

HOW IT WORKS



Provide the same project issue.



Ask different AI roles to analyze it.



Compare responses.



Identify insights and blind spots.



DISCUSSION QUESTION

“Which perspective did you not initially consider?”



KEY LESSON: AI helps us see blind spots and make better communication decisions.

DOCUMENTATION THAT PROTECTS PROJECTS

Document to communicate. Document to protect.

CONSTRUCTION DOCUMENTATION SERVES TWO PURPOSES



1. COMMUNICATION

Helping people understand.



2. PROTECTION

Creating a project record.

AI CAN HELP DRAFT MANY KEY DOCUMENTS



Daily Reports



Meeting Minutes



Site Observations



Follow-up Emails



Progress Summaries



Other Project Correspondence



DISCUSSION QUESTION

What document would you least want to discover is inaccurate six months from now?"



HUMAN RESPONSIBILITY

Always verify and confirm:

- ✓ Facts
- ✓ Dates
- ✓ Quantities
- ✓ Commitments
- ✓ Costs
- ✓ Decisions



AI can draft documentation.
Humans remain responsible
for documentation.



KEY LESSON: AI can draft documentation. Humans are responsible for accuracy and accountability.

COMMUNICATION IS LEADERSHIP

The best construction leaders communicate with clarity.

TEACHING POINT



- The best construction leaders are usually the best communicators.
- Not because they talk more.
- Because they communicate clearly.

LEADERSHIP FORMULA



CLARITY



ALIGNMENT



TRUST



PERFORMANCE

Clear communication builds alignment.
Alignment builds trust. Trust drives performance.



ACTION PLAN – REFLECTION QUESTIONS



What communication task consumes the most time?"



What document could AI help improve?"



Which audience is hardest for me to communicate with?"



What communication workflow will I test this week?"

FINAL MESSAGE

Projects succeed when people understand expectations, communicate clearly, and document consistently. AI will not replace communication skills. In fact, it makes them even more important. The professionals who succeed with AI will be those who learn how to combine technology with clarity, professionalism, and accountability.



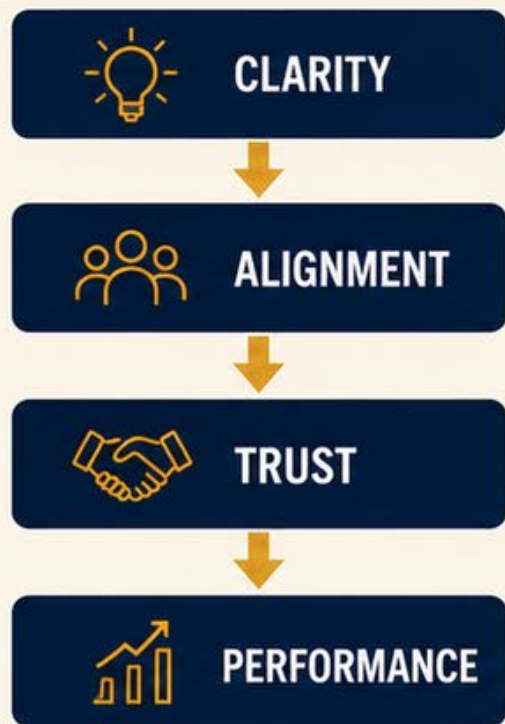
SUMMARY & NEXT STEPS

Better Communication. Better Documentation. Better Projects.

KEY TAKEAWAYS

-  Clear communication reduces project risk.
-  Documentation creates accountability.
-  AI adapts messages for different audiences.
-  AI strengthens—not replaces—professional communication.
-  Great construction leaders communicate with clarity.

LEADERSHIP FORMULA



REFLECTION QUESTIONS

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-  Which audience is hardest for me to communicate with?
-  What communication workflow will I test this week?



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Projects succeed when people understand expectations, communicate clearly, and document consistently. AI will not replace communication skills. In fact, it makes them even more important. The professionals who succeed with AI will be those who learn how to combine technology with clarity, professionalism, and accountability.



YOUR NEXT STEP: Choose one communication workflow to improve this week and let AI be your assistant.
Communicate clearly. Document professionally. Lead with confidence.

READY FOR THE NEXT STEP?

Whether you are transitioning from the field to management, developing leadership skills, improving project performance, or integrating AI into your workflow, Construction Management Online provides practical training and performance mentoring designed for construction professionals.

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CORY FISK

Founder

Construction Management Online



530.391.4398



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