

“MISCLOSURES” NEWSLETTER



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Land Surveyor's Association of Jamaica Newsletter

October 2017

How to Handle an Unhappy Client



Kurt Schmidt, Director of Strategy for Foundry

It's inevitable. Whether your fault or not, in time you're going to have to deal with a client who is, let's say, not pleased with your work on the project. It's a subject that doesn't make it to the top of a problems-project-managers-have-to-deal-with list, if it's even on there at all, but it should be.

In short, it's important that you know how to deal with unhappy clients.

Begin at the beginning of your project. It's imperative that you ensure you have

a full understanding of how your stakeholders define success from the start. You'll find in some cases that achieving clarity around those goals can be difficult, which is one way you might experience the unfortunate situation of having an unhappy client. Not only can this be extremely stressful but it can also make you question your abilities as a project manager.

Continued on Pg. 4

In This Issue

- Editorial
- President's Notepad
- How to Handle an Unhappy Client
- Commissioned Land Surveyor, Khari Blackwood now President of The Kiwanis Club of Young Professionals, Kingston
- Geomatics @ UTech
- NLA Online Forms

Announcements

- L.S.A.J. Awards Dinner
— October 27
- Next Seminar Dates
— October 13
— December 1
- Date of next meeting
— January 8, 2018



From The Editor's Desk



Andre St. Aubyn Gordon M.B.A., CLS

Colleagues, welcome to this quarter's issue of the Misclosures.

How good and how pleasant it is for colleagues to fellowship in a beautiful city like Montego Bay, Jamaica. Montego Bay is my second home, I have

friends who have become like brothers who live here. It is always nice to visit.

This newsletter, and I'm sure the entire Land Surveying profession would like to express of sorrow and condolences to our Caribbean neighbours, Dominica, Barbuda, St. Martin, St. Maarten, The British and U.S. Virgin Islands as well as Puerto Rico who have suffered loss due to the passages of Hurricanes Harvey, Irma and Maria. We would also like to express the same to our brothers and sisters in Mexico who experienced two devastating earthquakes within 2 weeks.

Colleagues, the fact that we have been spared so far is not something to rejoice about. In fact, it is more evidence of the reality of climate change and the need for us to promote practices that will serve to mitigate against these occurrences. It is also time for you to review the fine print in your insurance contracts.

October is Breast Cancer Awareness Month. I would personally like to encourage you to encourage the ladies in your lives have their mammograms done this month. Early detection saves lives.

And colleagues, please remember that breast cancer does not only affect women. Also, if you are 40 and above, now is also a good time to have your prostate checked. Again, early detection is key.

Colleagues, I really hope you enjoy this weekend with your family and the family of your colleagues.

Blessed love.

Andre Gordon, Newsletter Editor

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The President's Notepad



COLLEAGUES, members and friends; welcome to the famous city of Montego Bay, St. James.

The month of September has been an exceptional one.

Some of our Caribbean neighbors have experienced two category 5 hurricanes within two weeks resulting in dozens of people losing their lives and thousands left homeless. In the same breath, Mexico experienced two catastrophic earthquakes. Dominica, Barbuda, St. Martin, St. Maarten, The British and U.S. Virgin Islands as well as Puerto Rico have been significantly impacted. Had the criteria for disasters to strike been the murder rate of the country, I don't know what would have happened to us. We have a lot to be thankful for. Let us support the relief effort.

My message of April 2017, spoke about safe guarding. Safe guard your life, your family, your equipment, your property. Our geographic region is prone to Hurricanes and Earthquakes. A category 5 hurricane will destroy concrete buildings, over turn cars and trucks and cause massive flooding. We could lose our home and or our offices in a matter of minutes. We should consider Insurance as well as to be mindful of the structural integrity of our buildings. Data security is Key. Cloud storage might help.

Montego Bay is the home of Mr. Brian Alexander who passed away and who was laid to rest on September 2, 2017. A contingent of Surveyors was in attendance to support the family. Surveyor William Ashton lost his brother in September. Let us continue to lend support to the families.

The five candidates who passed the Land Surveyors Board Examinations 2016 have not yet been handed their Commission Instruments. They however have been given their Practicing Certificates and given permission to practice by the Director of Surveys. They are: Salina Solomon, Carla Baxter, Gary Wright, Kane Tomlinson and Nicholas Dell. We wish them well.

In recent months I have noticed an improvement in the time it takes to get a plan pre-checked. On the other hand some of our members are disgruntled with some occurrences at the Agency. I have had dialogue with the Director of Surveyors and Mapping Division with a view to having some of these issues resolved.

Over the past two years the majority of our members have had to re-tool their operations in order to comply with the requirement to Geo-reference Surveys in order to facilitate the development of a Modern Cadastre. We trust that the information we provide is serving a useful purpose and well soon be enquiring as to the status of the Cadastre.

One year ago, our President Valentine McCook had the Prime Minister as Guest Speaker at our Annual Dinner. Mr. McCook in no uncertain terms spelt out the many issues affecting surveyors and our clients which are a hindrance to National Development. Our Guest Speaker made note of what was said. No noticeable improvements have been seen to date. We intend to seek answers to these and other issues in the near future.

Our Annual Dinner and Awards function will take place on October 27, 2017. We are seeking your support to make this a successful venture.

As usual please be reminded to be aware of your surroundings and be safety conscious. We continue to wish for the best for our colleagues and their families. We ask for God's blessings and our colleagues and members of their families who are ailing at this time and remember please support **the hurricane relief effort.**

God Bless

Noel K. Brown, President.

How to Handle an Unhappy Client

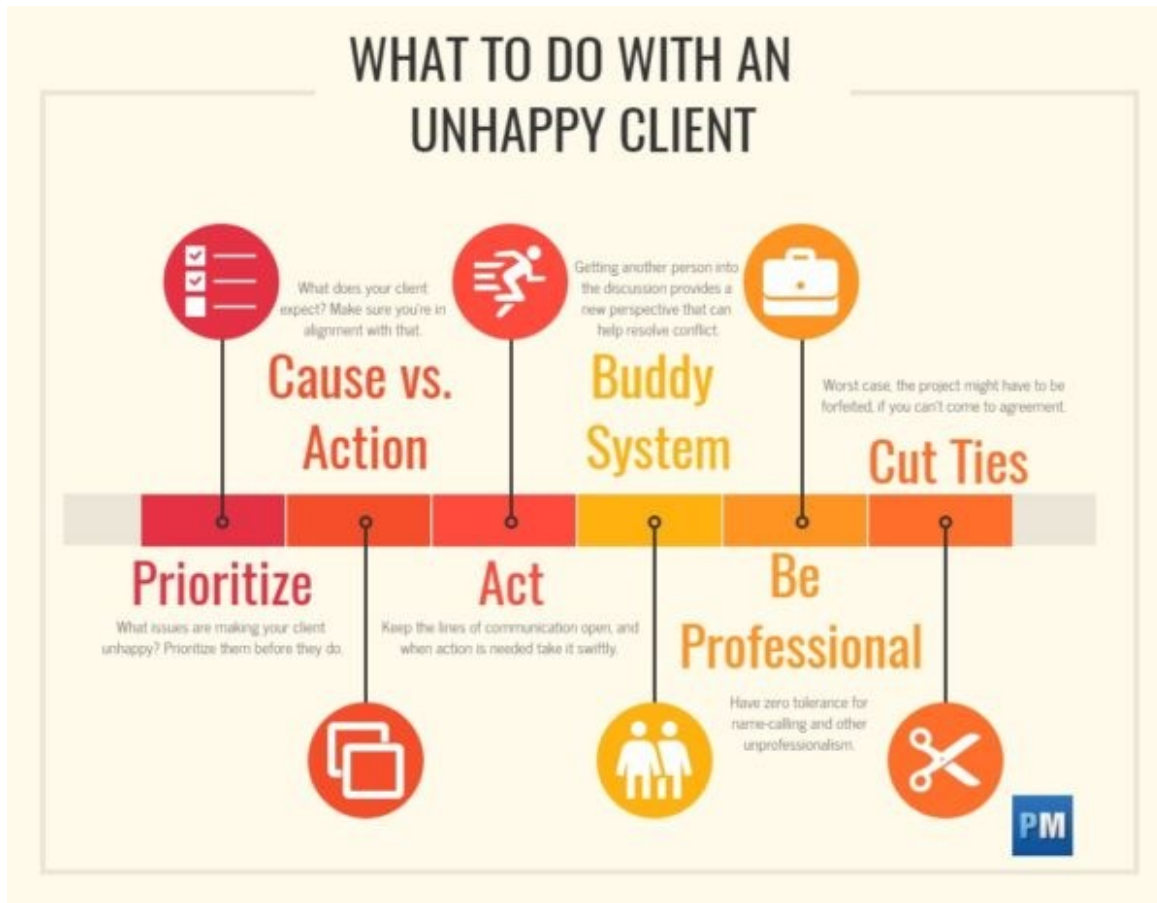
Continued from Pg. 1

So, what are some tactics for turning that frown upside down? Consider inviting your client to your [project management solution](#). Many PM tools have client or guest logins, designed to give clients visibility into the progress and collaborate easily, so they stay connected to the project team. This kind of transparency can go a long way towards easing tensions, as so often the problems are ones of communication and expectations.

But there's even more you can do beyond the technical implementation. The following are half-a-dozen suggestions as to [how to manage your client](#) throughout the process, once it's clear you have an issue.

quickly. Collecting all the issues and prioritizing them with your client can be a difficult but it essential to start the process of digging your way out.

The role of a project manager is not defined only by successful delivery of completed tasks but also by the way they are delivered. You might hear your stakeholders say they cannot prioritize the issues because in their mind all the issues are a priority. The patience and leadership skills of the project manager is key in these situations.



Do not wait for your client to prioritize. Always attempt to prioritize their issues on your own and present your plan to address them. Be flexible and open to modifying your plan but not to the point of failure.

Cause vs Action

In my experience, bad customer service starts with the lack of alignment around the customer's goal. Having a clear understanding of how your client expects to be communicated to will help keep your project on the rails.

Prioritize Issues

All projects have issues. When issues within your deliverables are discovered, stakeholder relations and trust can go downhill very

It can be simple to turn a happy client or stakeholder into an unhappy one as soon they feel they are not being heard. You need to [create clear project communications](#). From the beginning of your project begins talk with your stakeholders about expecta-

How to Handle an Unhappy Client

tions surrounding communication.

How would they like to be made aware of the project's status, budget, opportunities, issues, risks, gaps and overall health? How often? What format would be the most convenient? Document this into a communication plan that is agreed upon by all parties involved.

Act and Show Urgency

Nine times out of 10, the origins of the issues you are facing are directly related to poor communication. Whether the situation was caused by your stakeholder, team, tools or planet alignment it does not matter. Save that discussion for the post-mortem.

Your first order of business is to gather the team to identify potential paths forward, vet them and present them. Putting a strong focus on over-communicating is a key tactic in showing there is forward movement on an issue.

Focus on ways to improve communication as quickly as possible. When you display that sense of urgency your stock will immediately rise and the chances your project will succeed will follow in turn.

Use the Buddy System

If emotions are running high in your communications with your stakeholders it might be time to bring your manager or a company representative into the conversation.

I'm by no means suggesting you push your problems to someone else, but many times introducing a new voice to the conversation can change the tone very quickly. Hearing the situation and solution from someone else can remove biases and restart civil discussions without the baggage.

It's a good way to get a different perspective on the problem and, in doing so, possibly resolve it in ways that neither of you had been able to previously see. The truth is that there is no magic

bullet that will end a conflict with one shot. You should think creatively and be open.

Zero Tolerance for Unprofessionalism

Tight budgets and timelines will sometimes cause friction or even heated emotions. However, you should never ignore abusive language or bullying. Sometimes politics or other sensitive topics can disrupt the unity of your team and threaten the project.

I have seen some project managers do their best to overlook these situations as just "part of the job" and try to focus on the work, assuming that a successful project will clear the uncomfortable atmosphere.

Staying silent sends a message that it's acceptable to treat a project manager as a subordinate and in the end, works to erode the value of the profession. If you respect your role and your position in your organization act against unprofessional behavior.

Cut Ties

If you've tried everything in your organization's power to resolve the issues but have not been able to satisfy your stakeholders needs, it may be time to consider stopping the project all together. An unhealthy project is as bad for you as it is for the client.

As soon as you know there is a problem within the project, act and be decisive. If you try to avoid the inevitable and potentially uncomfortable conversation, you and your team will pay for it later. Be transparent with the client on the steps you are taking to resolve the issues and keep communication frequent.

Kurt Schmidt has written articles in nationally recognized publications, spoken at international conferences, and led and developed workshops on Project Management, User Experience and Product Development. He is currently writing a book on delivery management and is launching a Podcast on digital leadership called The Schmidt-List. www.schmidt-list.com

Commissioned Land Surveyor, Khari Blackwood now President of The Kiwanis Club of Young Professionals, Kingston

On October 1, 2017 Khari M Blackwood assumed leadership of the Kiwanis Club of Young Professionals Kingston, Jamaica



(KCYPKJ) and will be officially installed on October 10th, 2017. Formally organised two years ago, KCYPKJ is a vibrant service club under the Kiwanis move-

ment, whose motto is "serving the children of world, one community at a time". In 2016 the club was given the spirit of Kiwanis award as they demonstrated all the tenets of the great movement in the delivery of their projects.

Blackwood, one of the club's charter members was elected to the

"Khari Blackwood is a Past President of the Land Surveyors Club (2006). He graduated the University of Technology, Jamaica with a BSc. (Hons.) in Land Surveying & GIS (2007) and received his Commission to practice as a Land Surveyor in September 2013. He is currently an Associate in the firm New-some, McCook & Associates."

one-year term in May this year. His rise to presidency was foreseeable as very early in his membership he demonstrated strong commitment and leadership having served as Director and recognised

in 2016 for supporting his fellow members unselfishly. He was again recognised as the member who participated in the most service projects for the recently concluded administrative year. We congratulate Khari Blackwood on his appointment, and look forward his club continuing excellent work under his leadership.

MAJOR FIG CONFERENCES

FIG Congress 2018



**6-11 May 2018,
Istanbul, Turkey**
www.fig.net/fig2018

FIG Working Week 2019



**22-26 April 2019
Hanoi, Vietnam**

www.fig.net/fig2019

Weathering the Storm: Surveyors as Economic Indicators

This article was extracted from the January 2011 Issue of the Professional Surveyor Magazine.

When the housing bubble burst, surveyors received as much of a soaking as any group and were among the first affected. In most of the country, the surveyors who primarily relied on mortgage surveys found their levees had broken, and the work was washed away. Those firms that primarily provided services on land development projects were not necessarily destroyed by the shifting economic tide (although I know some that were), but experienced severe erosion of personnel and profit. The housing crash corrupted the availability of financing which, in turn, shut down private construction.

Multi-disciplined firms whose workload spanned a greater spectrum experienced an ancillary impact of the deluge. Decreasing home values and unemployment decreased tax income. Therefore, public agencies slowed or ceased their capital work projects. Even those firms that escaped being washed away or severely eroded still had ominous puddles in their yards. Personally, I survived downturns of the late 70s, early 90s, and 2002; but those were child's play compared to today's conditions.

But all is not lost, we are told. While some minor statistical data suggests a recovery, I haven't heard one person on the street indicate being in a better position than a year ago or feeling more secure about his or her employment.

One can hypothesize on the indicators for a housing turnaround. Is it an increase in bank lending, or will people just use that to pay debt? Is it the increase in existing home sales? New home sales?

Isn't the real leading indicator the surveyor? If a foreclosure is sold, a survey should be in the wind. As existing home sales increase, the surveyor will be on the scene. If financing becomes available and new construction commences, the surveyor leads the charge. As all of these situations happen and tax income increases, public projects will come off the shelves, with the surveyor leading the way.

While we all wait for this resurrection to begin, take advantage of the time. Here are some to-do items to consider:

- Check on cell phone, insurance, and equipment contracts. Are there better deals available? How about refinancing?

- Maintain all your equipment and inventory your supplies. Many suppliers are offering great deals, but don't overbuy. Study new technology and evaluate it to see if it might lead your firm in a new direction.
- Market your services. Call old clients to see if any new projects are on the boards. And most of all, network, network, network! Would you like a free meal and 15 or 20 minutes to talk about your choice of surveying topics and your firm? If so, call your local Rotary or Kiwanis representative.
- For smaller firms, research subcontract possibilities with the larger firms in your area. As business becomes available, larger firms will hesitate to put on new crews, but they may be interested in your services on a will-call basis at a set fee. I used several local surveyors in my area when we had a large short-term work load.
- Catch up on or get ahead on your continued education credits where required.
- Most importantly, sit with your staff and evaluate your company. Where are you and where do we want to go? No comment is irrelevant—ask for just an open, honest discussion.

Washington can have all the Ph.D.s they desire calculating theoretical recovery values, but I will save them a lot of time and effort: Keep your eyes on the land surveyors. When the new leaner and meaner survey firms start recalling and hiring, then, and only then, can one be realistic about a rebound in housing and the economy.

About the Author



Bill Beardslee, PLS, PE, PP

Bill Beardslee is the past president of the New Jersey Society of Professional Land Surveyors and their 2006 Surveyor of the Year.

GEOMATICS @ UTECH

The Division of Land Surveying and G.I.S., UTech shares the highlights of some of our activities during the last quarter.

Staffing

CLS Alvin Clarke is now on study leave as he is now pursuing a PhD degree at the University of Florida. We wish Alvin well and look forward to his return in a few years to continue being of good service to the University and our students in particular.

CLS Wayneworth Hamilton has now been engaged in a full-time capacity. He has already integrated well and so we anticipate a long and distinguished tenure from Wayneworth as he pursues a career in academics. Attorney-at-Law Mrs. Jean Watson, who lectured Land Administration & Registration last academic year, is not able to continue her association with the programme for logistical reasons. We thank Mrs. Watson for her sterling service and wish for her all the best in her future endeavours.

External Examiners

The University recently appointed one (1) new external examiner (local) in the form of CLS Llewellyn Allen who will join Dr. Brian Whiting of the University of East London (formerly North East London Polytechnic), as the panel external examiners for the next three (3) years.

Student numbers

Our current cohort of students is constituted by:

LSGIS1 – 20
LSGIS2 – 9
LSGIS3 – 16
LSGIS4 – 24
SGIT1 – 9
SGIT2 – 15

Seven (7) of our students are from other parts of the Caribbean.

Accreditation

The University is now perusing institutional accreditation and therefore accreditation for individual programmes will no longer be pursued.

Equipment

Seven (7) of our total stations were repaired/serviced by our very resourceful CLS Alvin Clarke. Through this effort, we were spared

the need to ship these instruments overseas for repairs. The instruments are once again fully functional and serving our students well.

International Coastal Clean Up

Thirty-two (32) students from the University participated in the International Coastal Clean Up activities at the Port Henderson Beach in St Catherine. Twenty Six (26) of those students were LSGIS students.



Research Projects

Our students continue to research very interesting topics. Those completed last academic year are: A Geospatial Analysis of Storm-water Runoff, An Analysis of 3D Urban Mapping and GIS for Safety and Security in Jamaica's Urban Areas, Geospatial Application in Change Detection to Satisfy Parking Demands: Case Study: University of Technology Jamaica, Papine Campus, Spatial Analysis of the Kingston Harbour to Create a Siltation Model, An Analysis of Mammee Bay, St Ann North-South Highway Roundabout and Producing 3D A Cadastre Using UAS.

GEOMATICS @ UTECH

Presentations a LICJ GIS Conference

The following presentations will be made at the Land Information Council of Jamaica (LICJ) GIS Conference on 10- 11th October, 2017 at the Jamaica Pegasus Hotel:

#1:
Geospatial Analysis of Storm Water Runoff on the University of Technology, Jamaica, Papine Campus - Presenters: Jevan McLaren, Sherrone Smith and Montel Hamm.

#2:
An Analysis of 3D Urban Mapping and GIS for Safety and Security in Jamaica's Urban Areas - Presenters: Kyle Barrett, Stefan Fiddler, and Dwayne Lackrage.

Publication in Coordinates Magazine

A paper titled "Low cost GNSS and the Geo-referencing of small rural Cadastral Surveys" – Part 1, co-authored by: Tomoye Allen, Ronaldo Brown, Amahl Hutchinson,

Keith Wignall and Glendon G. Newsome, was published in the September issue of the Coordinates Magazine. This paper presents challenges faced by surveyors in Jamaica to geo-reference small rural cadastral surveys. An interim solution to the problem is provided.

The link below takes you to the article:

<http://mycoordinates.org/low-cost-gnss-and-geo-referencing-of-small-rural-cadastral-surveys/>

Please look out for Part 2 in the October issue.



NATIONAL LAND AGENCY NEWS

National Land Agency redesigns

Jamaica Property Sales Data (JAMPROP) Application

As the National Land Agency (NLA) continues to utilize technology to enhance its service delivery and the needs its customers, the redesign of its Jamaica Property Sales Data (JAMPROP) Application is critical. Having access to pertinent property information at the click of a button will not only save persons time but also money. The new redesigned JAMPROP will offer that and so much more to Real Estate Dealers, Chartered Valuation Surveyors or anyone who is interested in analysing property sales data in order to make an informed decision.

The first version of the application was launched in March 2015, and offers subscribers access to mortgage, transfer and strata transactions completed on a monthly basis, and also includes historical data from 2003. However over time, the need for more search features and information was recognized, therefore the Agency sought to fulfil this gap by expanding the application.

On August 29 and 31, 2017 the Agency conducted focus group sessions with its stakeholders and showcased a live demonstration of the proposed upgraded application. The sessions generated valuable feedback, which will be used to assist the Agency's Information Communication and Technology (ICT) team which is currently undertaking the redesign of the application.

Once the new JAMPROP application is launched, customers will have access to an interactive map of Jamaica with multiple base maps aimed at enhancing user experience. Additionally, the option of online payment using a credit card, will allow customers access to JAMPROP anywhere in the world at their convenience.

Information extracted from the application can be used to examine trends in the property market areas across Jamaica, as well as compare market values. The new JAMPROP application will be simpler and easier to use with its tool bar, GIS layers and customer service feedback option. Customers will also have the option to view parcels within an enclosure or buffer for a particular area.

Potential users also have access to free sample data without subscribing for the service.

Information which will be available on the redesigned JAMPROP application include:

- Area
- Currency
- Parish
- Lot numbers
- Land use
- Scheme Name
- Street Name
- Street Number
- Valuation numbers
- Date of Transfer
- Unimproved Value
- Postal Location
- Deposited Plan
- Title Reference/Volume & Folio
- Consideration/Purchase price

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