

The Knutson Experience

Guests of the Owner

Curb Appeal

A clean, safe and welcoming trailer that showcases our pride and professionalism

Command Central

An organized command post that assures owners their project is being well managed

True “Blue” Professionals

People who project confidence, integrity, and hospitality

Knutson Clean

A trailer that looks, smells and feels clean

The Knutson Experience

The Art of Listening

Understand their story, don't build yours
Concentrate on their message, not what to say next

Show you care
Eye contact and body language are key

Before you speak, take three seconds
Don't cut people off or speak too soon

Probe for understanding
"Tell me more about ..."

Listen between the lines
Ask questions to understand the "real issue"

Restate what you heard
"Here's what I hear you saying ... Is that right?"



The Knutson Experience

Setting the Standard

Security

Fences and gates are up and secure

Tools and Equipment

Tools are picked up, equipment keys are pulled and stored in the proper place

Material Storage

Materials are stored in the proper place

Walkways

All exterior walkways are kept clear and safe

Emergency Egresses

Emergency exits are clear and unobstructed at all times

Owner Occupied Areas

All owner occupied areas are kept clean and neat

Temporary Lighting

Temporary lighting is in place and operating per owner's instructions

Streets and Sidewalks

All traffic baracades and sidewalk signage is in place and area is free of debris





The Knutson Experience
Opening the Building

Celebrating the Opening

Remembering the Project & Team

Nurturing a Lasting Relationship

Stewarding the Building

The Knutson Experience

Meeting Guidelines

1. *Have a CLEAR AGENDA and be PREPARED*
2. *Invite the RIGHT PEOPLE and INVOLVE EVERYONE*
3. *Start and end ON TIME*
4. *NO INTERRUPTIONS (discourage sidebar conversations, cells on "vibrate")*
5. *Use MAIN POINT for everything you say, NO JARGON*
6. *If no resolution on an item, hold a SEPARATE MEETING*
7. *NO RE-REVIEWS on closed items from past meetings*
8. *SUMMARIZE and ASSIGN TASKS at the end of the meeting*
9. *Meeting Minutes turned around within 48 hours*
10. *HAVE FUN*



The Knutson Experience

Code of Conduct

Our Promise to Subcontractors: Subcontractors are the lifeblood of Knutson. Because we value our relationship, the Knutson team will adhere to the following Code of Conduct on our projects...

Steven Curry

Steven Curry, Owner, Knutson Construction Services

- 1. Provide a fair and open bid & award process*
- 2. Conduct a Subcontractor Kickoff Meeting to collaborate, communicate, and clarify expectations*
- 3. Provide strong leadership by fostering*
 - respect*
 - support*
 - good communication*
 - collaboration*
 - accountability*
 - timely payment*
 - teamwork*
 - safety and productivity*
 - a positive work environment*
- 4. Conclude projects in a timely manner*
- 5. Seek ways to build stronger relationships*

