

## ATTENTIVE LISTENING AND STRONG COMMUNICATION ENHANCES THE DESIRED EXPECTATION

One summer, in my youth, my siblings and I, with my mother, spent several months with her mother and father. The wide porch of their house rose several feet above Calhoun Street, afforded my grandfather a view of the New Orleans neighbor for several blocks. Sitting in his rocking chair, several feet above the street, my grandfather visited with folks passing by. In his age and failing hearing, he would lean into the rail to not miss a single word of the conversation. Attentively, he engaged each person, listening to their family and activities' stories - his real Facebook. He and his open porch invited passersby to stop for a while and catch-up. Days later, he could recall each person and their discussion. THA believes the best projects are born from a collaborative creative process with our clients. This process allows for an interactive experience in which we come to learn about what you expect your life to be like in your completed project

Confusing a "Buttermilk Pie" with a "Chess Pie" may result from a lack of planning, research, or not truly listening to the chef. Each Pie's fillings consist of a mixture of similar ingredients poured into a pie crust.

### Buttermilk Pie

granulated sugar;  
butter;  
eggs;  
buttermilk;  
wheat flour

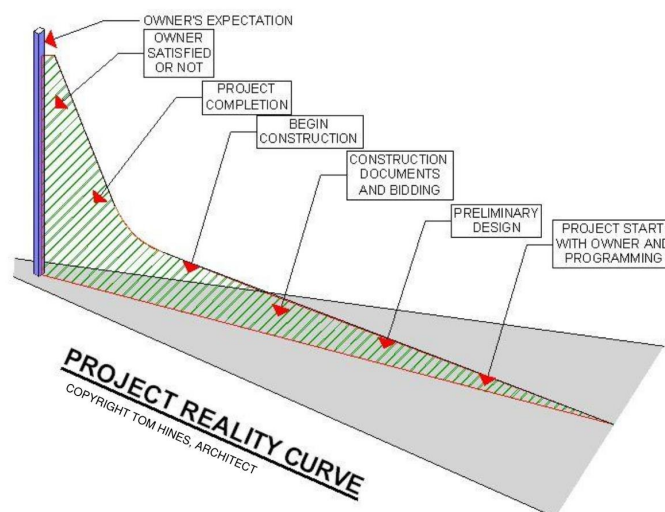
### Chess Pie

granulated sugar;  
butter;  
eggs;  
vanilla;  
corn meal

Upon completion, the two pies appear similar. Three of the five ingredients are the same. **However if the expectation is for a Buttermilk Pie, and the reality is a Chess Pie, the receiver of the services may not be satisfied.**

Such can be with managing and effecting the design and construction of a project, regardless of the **SCOPE**.

The Project Curve highlights phases of the project's reality, creeping along slowly, revealing incremental completion. As construction begins (the pie is baking) evidence may suggest the **EXPECTATION OF A BUTTERMILK PIE AND THE REALITY OF A BUTTERMILK MAY CONVERGE**



# noteworthy



Closing in on completion of the project (the baked pie is pulled from the oven and cooling) the Owner begins to notice subtle differences of the **reality** not meeting the desired **expectation**.

Occupying and experiencing the project (**tasting the pie**) the expectation of the Buttermilk Pie and the reality of the Chess Pie reveals an old understanding that the **REALITY** will not converge with the desired **EXPECTATION**.

The curve line (reality) represents a hyperbola. In a Cartesian Grid the edges of the curve (asymptotes) grow ever close to the X&Y Grid but will never converge. ***The Project Phases create opportunities for the Design Team and the Owner to help each other maintain convergence of the Design's reality and the Owner's expectation.***

Program Management, Design, Construction, the Tom Hines, Architect (THA) Team is skilled to ensure your **PROJECT'S REALITY AND THE DESIRED EXPECTATION CONVERGE**.

## **LET'S GET STARTED**

For more help and support with your project, our expertise specializes in complete architectural services and project management.

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