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# Successful Escalation in Construction Engineering Inspection Contracts

## 2024 PEPS Conference

**Moderator:** Alan Gonzalez, P.E. – PEPS El Paso Service Center

**Panelists:** Mickey Marlow, P.E. – IEA Inc.

Adam Galland, P.E. – TxDOT, Houston District

# Panelists



Mickey  
Marlow, P.E.



Adam  
Galland, P.E.

# What is Escalation?

## Brief Overview

# 1. Clear Communication Channels

## 2. Well-Defined Escalation Protocols

### 3. Accurate and Timely Reporting

## 4. Early Identification of Issues

## 5. Effective Leadership and Decision-Making



## 6. Risk Management Framework

## 7. Stakeholder Alignment

## 8. Accurate Documentation and Evidence

## 9. Escalation Timing and Prioritization

# 10. Conflict Resolution and Negotiation Skills

# Mick's Bonus: Post-Escalation Review

# Adam's Bonus: Training & Safety

Any Questions?



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