



Daily Toolbox Talk: Embracing Every Voice
Wednesday, May 8, 2024

Embracing every voice creates an environment where every team member feels valued and heard. When people feel their voice is heard, employee morale and engagement improve, teams are more productive, and various perspectives are shared. In contrast, if people do not feel heard, people are not willing to bring forth concerns and morale and production suffer.

Open Communication:

Open communication encourages people to express their thoughts, ideas, feelings, and concerns without fear of reprisal or judgment. It plays a vital role in fostering positive relationships, resolving conflicts, and creating a healthy and productive work or social environment. Open communication is the cornerstone of embracing every voice. It involves:

- Encouraging team members to speak up and share their thoughts.
- Actively seeking input from all team members.
- Promoting transparency in the decision-making processes.
- Welcoming feedback and suggestions.

Active Listening:

Active listening is a communication technique that involves giving full and focused attention during a conversation. It goes beyond simply hearing the words being spoken and encompasses a deeper understanding of the speaker's message, emotions, and intent. Active listening is a valuable skill to help improve relationships, resolve conflicts, and enhance communication effectiveness. To improve your listening skills, follow these steps:

- Concentrate on the speaker and their message. Minimize distractions, interruptions, and be present in the moment. Allow them to express themselves fully before responding.
- Maintain eye contact to demonstrate your engagement and interest in what they are saying.
- Refrain from interrupting the speaker while they are talking.
- Avoid body language that may imply you aren't interested in the message.
- Reflect what the speaker has said to confirm your understanding.
- Ask open-ended questions to expand on their thoughts and feelings.

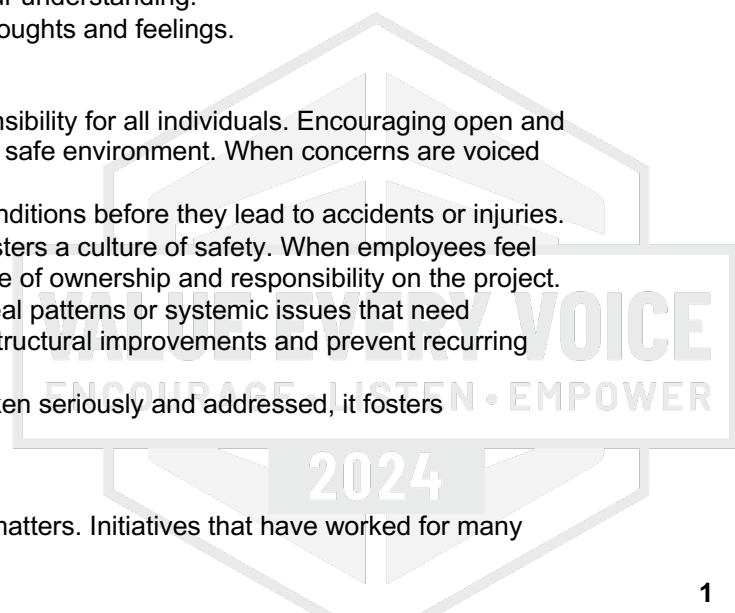
Communicating Concerns:

Communicating safety concerns is a fundamental responsibility for all individuals. Encouraging open and transparent reporting channels is essential for creating a safe environment. When concerns are voiced and action is taken, this will lead to:

- Identification of potential hazards and unsafe conditions before they lead to accidents or injuries.
- Encouraging the reporting of safety concerns fosters a culture of safety. When employees feel comfortable reporting issues, it promotes a sense of ownership and responsibility on the project.
- Consistent reporting of safety concerns can reveal patterns or systemic issues that need addressing. This allows organizations to make structural improvements and prevent recurring problems.
- When employees see that their concerns are taken seriously and addressed, it fosters engagement and trust.

Encourage Engagement:

All projects can take action to demonstrate every voice matters. Initiatives that have worked for many organizations include:





CONSTRUCTION SAFETY WEEK

- Dedicate time during safety meetings to discuss concerns that were raised and how action taken.
- Track success stories by using a “you asked / we did” program.
- Empowering craft led safety teams builds a healthy relationship between craft and leadership.
- Recognize craft professionals for milestones and what they’re doing well.
- Utilize an anonymous safety suggestion program.

Next Steps:

Craft professionals are on the front lines of our sites and have valuable insights that can improve safety, quality, efficiency, and overall project success. Creating an environment where their voices are heard not only benefits workers but also contributes to better project outcomes, reduces risks, and enhances the overall culture. To fully engage and empower our craft professionals, act by:

- Promoting open communication.
- Actively listen to show you care about the conversation.
- Encourage people to share their concerns and take action.

<https://emodsafety.com/blog/psychological-safety-construction/>

