

# RECOGNIZE CREW MEMBERS

## Be a **SAFETY LEADER**

Have the courage to demonstrate that you value safety. Work with your crew to identify and eliminate hazardous situations, even in the presence of other job pressures such as scheduling and costs.



## What does it mean to **recognize crew members?**

It can be as simple as saying “good job,” giving a handshake, or saying “thank you” for going above and beyond for safety.

### **Putting the skill to action**

Below are things you can do every day to recognize your crew on the jobsite.

Scan this QR code to access the FSL Recognize Crew Members refresher video.



**Give recognition separately from other types of feedback.** It’s important to separate this type of “way to go” or praise feedback from other types of feedback that involves evaluating performance. Get to know your crew members as individuals so you can use praise and acknowledgement effectively.

**Be specific and timely.** Make sure crew members know why you are praising them and try to give it shortly after the situation occurs.

**Private thanks.** Don’t hold back from privately acknowledging crew members for going above and beyond when it comes to safety, but make sure they know you’re being sincere.

**Public thanks.** If the crew member is comfortable receiving praise publicly, it can be a great way to show others how highly you value safety. However, if the person isn’t comfortable with public praise, they may be more embarrassed than pleased.

# Examples of how Crew Leaders are Recognizing Crew Members

“If they do a good job, I try to be sure to recognize them and not just in private but in front of the other guys. You can make note of this person that they’re working safely, doing the task correctly, using the proper PPE, inspecting all their equipment and try to make an example out of them. This is what we want everybody to do.”

“When I can’t find or don’t see any safety violations, and housekeeping is kept up, I’ll praise the whole crew. I tell them how great everything looks. By keeping all their areas clean, keeping their PPE on, it gets more work done and keeps us out of trouble with safety. It keeps them going home safely every night.”

## HOW OFTEN DO YOU...?

	ALWAYS	SOMETIMES	NEVER
Use positive recognition to encourage on-going jobsite safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Say “good job” or “thank you” to crew members who go above and beyond to create a safe jobsite	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Praise crew members privately for going above and beyond	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Praise crew members publicly (if they are comfortable with it)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## ACTION PLAN

**Consider your answers to the questions on the left.** Which areas do you need to work on? Which areas *will* you work on?

**Set a goal and timeline.** Choose one or more of the areas to improve on over the next 2-3 months. Use the ideas on the front page of this handout for ways to put each area into practice.

**Hold yourself accountable.** Track your progress. At the end of 2-3 months, consider whether you have reached your goal. Ask yourself:

- What is working well?
- Did I follow through with my goal? If not, what prevented me from doing so?
- Who can help me or give me the support I need to reach my goal?