ACTIVE LISTENING

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.

Scan this QR code to access the Active Listening refresher video from the original FSL.

What does it mean to **actively listen?**

Have you ever tried telling someone something important but you can tell they aren't listening? Active listening is a critical aspect of effective communication.

Putting the skill to action

Below are things you can do every day to actively listen to your crew members on the jobsite.

Treat crew members with respect when they are speaking. Give crew members your undivided attention. Don't check phones, emails, or read other materials during the conversation. Focus on listening to hear what the person is saying rather than listening just to come up with a response.

Pay attention to crew member non-verbal cues. Notice body language and tone of voice. Even if crew members say they know how to do a task safely, ask yourself whether or not they sound and look confident.

Pay attention to your body language. Maintain eye contact and avoid making negative facial expressions (rolling eyes, looking angry) or raising your voice. If you're feeling resentful or insulted, make an extra effort to maintain professional conduct.

Ask clarifying questions. Ensure you understand what your crew member is saying or asking by using clarifying questions.

Example of how a Crew Leader is

Actively Listening

"Practicing these skills has helped me not only on the jobsite but also at home. For example, as I was learning about the importance of actively listening to my crew members on the jobsite while at work, I realized I hadn't been actively listening to my 5 year old son at home! Since then, I've been trying to do better at both."

HOW OFTEN DO YOU...?

	ALWAYS	SOMETIMES	NEVER
Treat crew members with respect when communicating with them	☐	☐	☐
Listen to hear what is being said versus to come up with a response	☐	☐	☐
Pay attention to non-verbal cues such as body language and eye contact	☐	☐	☐

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?

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