DEVELOP 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.

Scan this QR code to access the Develop Crew Members refresher video from the original FSL.

What does it mean to **develop crew members?**

It means spending time teaching and coaching them on how to do tasks safely and correctly. It also means giving them feedback to let them know how they're doing and if they need to make any changes.

Putting the skill to action

Below are ways you can develop your crew members every day on the jobsite.

Observe crew members. Be attentive to whether your crew members are performing tasks safely and properly.

Teach by problem solving together. Respectfully ask questions to understand why a crew member is not using proper or safe procedures. Once you know, you can problem-solve together to find a better or safer approach to completing the task.

Coach by showing. Show crew members how to perform tasks correctly and safety, then watch to be sure they have learned how to do it.

Provide constructive feedback. Use the *FIST* principle when giving feedback:

Describe the Facts: What is the situation or task for which you are providing feedback? When and where did it occur? What were the circumstances?

Explain the Impact: What are the potential consequences that may result, good or bad?

Offer Suggestions: Work together to problem-solve and find a solution.

Be Timely: It is most effective to give feedback shortly after the situation occurs. Don't wait to provide positive or negative feedback.

Examples of how Crew Leaders are **Developing Crew Members**

"A lot of the guys think you just want to boss them around or force them to do something they don't want to do. But when you solve a problem with them, come up with a solution together for doing a task, suddenly that changes. Gets everyone on the same page while getting the work done correctly."

"If I see a team member that's scratching his head like he doesn't know what to do, I'll go up to him and ask; 'What's going on here? Can I help you figure out a good way to do this?' Then I'll show him how to do whatever it is and watch to make sure he understood what I showed him so that he can do it on his own."

HOW OFTEN DO YOU...?

	ALWAYS	SOMETIMES	NEVER
Take time to observe crew members	☐	☐	☐
Respectfully teach and coach crew members	☐	☐	☐
Problem-solve together with crew members to come up with solutions	☐	☐	☐
Show your crew how to do a task safely and correctly, and watch to make sure they can do it	☐	☐	☐
Use the FIST principle to give constructive	☐	☐	☐

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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