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| **Skill** | **Your Practice** | **Emotional waste of the crew** **if skill is not practiced** |
| Lead by Example | ‘Walk the talk’ Make safety a core value and make sure everyone owns safety. | ***Uncertainty*** due to being told what to do and how to act, but watching others – particularly their leaders – not following the rules. |
| Engage and Empower Team Members | Encourage and empower crew members to identify, report, and remove hazards – and to come up with solutions. | ***Frustration*** at not being asked for ideas on how to do task even though they may know a safer and more efficient way to do it. |
| Actively Listen | Listen to hear and understand what crew members are telling you. | ***Annoyance*** at feeling like they are not being listened to when they are raising an issue. |
| Practice 3-Way Communication | Make sure crew members understand what is being said or asked by having them repeat back any instructions. | ***Anxiety*** due to not understanding the desired outcome of the request being made |
| Develop Team Members by Teaching, Coaching, & Feedback | Act as a teacher and coach and provide constructive feedback using the FIST principle: Facts, Impact, Solutions, and Timely. | ***Apprehension*** and fear of being ignored or ridiculed when they ask for more direction on how to complete a task. |
| Recognize Team Members for a Job Well Done | This can be done in private or in public if the employee is comfortable with it. | ***Resentment*** from never being recognized for going above and beyond what’s expected. |

