

# FOSTERING ENGAGEMENT AT THE FRONT LINE

## ENGAGING THE WORKFORCE

not only improves individual performance but leads to a safe work environment for all. Leaders should focus on these tips to build engagement:



### BUILD RELATIONSHIPS

Get to know your direct reports, demonstrate concern, and build trust by doing what you say you will do. This is the foundation for building engagement.



### RESPOND TO HAZARDS

Do all you can to remediate safety hazards. Supervisors who do this well will have employees who are more willing to participate fully in safety.



### ENCOURAGE NEAR MISS REPORTING

To learn from and prevent future incidents, positively reinforce reporting of near misses.



### ELIMINATE BLAME

Blame is the enemy of engagement. Work to understand and eliminate the behavioral root causes of incidents to improve prevention and build engagement.



### USE MORE POSITIVE REINFORCEMENT

Frequently acknowledge what employees do well. It will not only strengthen safe behaviors, but also will foster engagement.



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