



# BUILD with Respect

## Toolbox Talk #4

### LEAD BY EXAMPLE

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#### Why Leadership Matters

On every jobsite, leadership behavior sets the standard. Superintendents, foremen, and crew leads influence not only how work gets done, but how people communicate, handle conflict, and raise concerns. When leaders consistently act with professionalism and fairness, crews feel safer speaking up, and projects run more efficiently.

When leaders ignore issues or respond inconsistently, workers stop reporting problems. This allows safety risks, bullying, or harassment to go unaddressed until they escalate. Leading by example means showing—through daily actions—that respect, safety, and accountability truly matter.

#### What Leading by Example Looks Like

- Treating every worker with respect, regardless of role or experience
- Staying calm, professional, and solution-focused under pressure
- Taking safety, bullying, and harassment concerns seriously every time
- Holding everyone—including supervisors—to the same standards

#### Jobsite Guidelines

- Address concerns promptly and fairly — do not delay or dismiss issues
- Encourage open communication and listen without judgment
- Retaliation of any kind is not tolerated
- Retaliation can be subtle (exclusion, denied opportunities, undesirable tasks)
- Protect workers who raise concerns or report issues

#### Remember

Leaders are the pace-setters on a jobsite. When leadership stays steady, professional, and fair, the entire crew stays aligned and focused on safe, quality work.

#### Call to Action

Commit to leading by example every day. Set the standard for respect, encourage people to speak up, and show through your actions that retaliation will not be tolerated and professionalism starts at the top.

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## L – Lead by Example

Leadership behavior sets the standard on every jobsite. Superintendents, foremen, and crew leads shape how work gets done, how concerns are raised, and how people treat one another. When leaders consistently act with professionalism and fairness, crews feel safe speaking up and projects run more efficiently.

## L – Lead by Example | Knowledge Check

Use these questions for group discussion or review after the toolbox talk.

1. What happens when leaders ignore issues or respond inconsistently?

- A) Workers become more self-reliant
- B) Workers stop reporting problems
- C) Morale naturally improves
- D) The project moves faster

2. How should a leader demonstrate respect on the jobsite?

- A) Only being respectful to clients
- B) Treating every worker with respect, regardless of role or experience
- C) Being 'tough' on new workers
- D) Avoiding conflict entirely

3. Which is an example of subtle retaliation leaders must prevent?

- A) Providing additional safety gear
- B) Giving undesirable tasks for raising a concern
- C) Offering a promotion based on merit
- D) Inviting a worker to a planning meeting

4. Leaders are described as pace-setters because:

- A) They control the physical speed of construction
- B) Their steady, fair behavior keeps the crew aligned
- C) They are the highest-paid workers
- D) They determine when the workday ends

5. When listening to worker concerns, a leader should:

- A) Listen without judgment and with an open mind
- B) Interrupt to correct the worker
- C) Only listen if the concern is technical
- D) Dismiss issues that seem minor