



BUILD with Respect

Toolbox Talk #2

UNDERSTAND OTHERS

Why Understanding Others Matters

Commercial and institutional construction jobsites bring together workers from different backgrounds, experience levels, and trades. Successful projects depend on coordination, communication, and trust. When workers feel respected and understood, crews stay focused, safety improves, and productivity increases.

Bullying—whether through insults, exclusion, intimidation, or harmful assumptions—undermines teamwork. It erodes trust, discourages communication, and pushes skilled workers out of the industry. Understanding others is essential to maintaining a safe, professional, and productive jobsite.

What This Looks Like on the Jobsite

- Recognizing that bullying is not just physical—it includes verbal abuse and exclusion
- Welcoming and mentoring new workers instead of hazing them
- Respecting differences in background, culture, and experience
- Listening first and addressing conflict professionally

Jobsite Guidelines

- Name-calling, mocking, or repeated put-downs are never "just part of the job"
- Excluding coworkers from conversations or teamwork is bullying
- Hazing and "toughen up" mentalities are not acceptable
- Jokes or assumptions based on gender, race, or background are unprofessional
- If you see bullying, stand up or report it — don't stand by

Remember

Think of the jobsite like a puzzle—every worker is a unique piece. Respecting differences allows all the pieces to fit together and complete the project successfully.

Call to Action

Commit to understanding others by treating every coworker with dignity, mentoring when possible, listening before reacting, and stopping bullying before it escalates.

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U – Understand Others

Commercial and institutional construction jobsites bring together workers from different backgrounds, experience levels, and trades. Project success depends on coordination, communication, and trust. Understanding others strengthens teamwork, improves safety, and supports productivity.

U – Understand Others | Knowledge Check

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

1. What is a key component of bullying as defined in this toolbox talk?

- A) Constructive criticism during a task
- B) Verbal abuse and exclusion
- C) Mandatory safety training
- D) Requesting a different tool

2. Which mentality is not acceptable on a professional jobsite?

- A) Mentoring mentality
- B) Hazing and 'toughen up' mentalities
- C) Safety-first mentality
- D) Solution-focused mentality

3. How should a worker interact with a new team member?

- A) Test them with hazing rituals
- B) Ignore them until they prove their skill
- C) Welcome and mentor them
- D) Tell them to learn by watching from a distance

4. The puzzle analogy suggests project success depends on:

- A) Everyone having the same background
- B) Respecting differences so all unique pieces fit together
- C) Forcing pieces into place quickly
- D) Only using the largest pieces

5. Which behavior is considered unprofessional?

- A) Jokes or assumptions based on gender, race, or background
- B) Asking about a coworker's trade experience
- C) Listening before reacting to conflict
- D) Sharing technical knowledge with an apprentice