CONSTRUCTION SAFETY
CONSCIOUSNESS | ALIGNMENT | RESPECT | EMPOWERMENT

Toolbox Talk

	Date	Project	Contractor
Topic: Respect - Veteran's Experience			

Instructions: Hold the guide with this side facing you and the other side facing your crew. The read the story.

Good day, everyone! Today, we gather to mark a special occasion – Veteran's Day. It's a time to honor and appreciate the service and sacrifice of our veterans. But it's also an opportunity to reflect on how we can respect and make the most of the valuable experience they bring to our workplaces.

Picture a situation where a seasoned veteran has recently joined our team. This individual has served our country with honor and distinction, having experienced the hardships of wartime. Their deployment overseas was filled with moments of bravery, camaraderie, and sacrifice, but it also brought traumatic memories that are still raw. Most of the crew thanks them for their service and supports them as a new member of the team.

Despite their decorated service, one of the crew they encounter is just insensitive to their wartime experience. This person makes casual, thoughtless remarks about war, downplaying the challenges and trauma that veterans can face. They are not able to understand the personal sacrifice endured and the pain that their remarks brings up.

One day, during lunch, the veteran bravely shares stories about their wartime experiences, highlighting the emotional and mental toll that it took. The crew member who had been insensitive listens carefully, realizes the impact of their thoughtless remarks, and offers a heartfelt apology. This moment of empathy and understanding changes the workplace dynamic, fostering a culture of respect for the veteran's experiences and for the crew's appreciation of them.

Lessons Learned - What went well? What improvements can be made?

- Sensitivity and Empathy: Put yourself in someone else's shoes. Thoughtless comments can cause unnecessary pain.
- Acknowledge Their Service: Thank a Veteran for their service, but don't expect them to share their experience and don't assume every veteran is the same.
- Own Your Actions: Just because someone has been insensitive doesn't mean they can't take ownership and accountability in a way that enhances the team.

ASK: "Does anyone have ideas or comments to share?" Pause for discussion. END WITH ACTION PLAN (ideas for what to ask or say).

- Respect Individual Experiences: Understand everyone, especially veterans, may carry unique experiences
- Support their Needs: Different people may need different levels of support or help with certain things
- Teachable Moments: Take mistakes and use them as teachable moments or opportunities for growth

Participation acknowledgement

Print Name	Sign Name	Print Name	Sign Name

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Do's and Don't for Active Listening

- Do be patient
- *Don't interrupt*
- Do summarize what you hear
- *Don't jump ahead or make assumptions*
- Do reflect meaningful emotions
- *Don't presume how someone feels*
- Do be curious
- *Don't pry*
- Do be appreciative
- *Don't end without thanking them for sharing*

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