



# SAFEBUILD ALLIANCE WASHINGTON

June 25<sup>th</sup> 2025  
Member Meeting





## Meeting Agenda

**Breakfast & Networking**

**Welcome & Announcements**

**Presentation – John Strickland & Nichole Guilfoy**  
*Building Respect for People*

**Closing Announcements & Networking**



## 2024 Events

### **SafeBuild Alliance Golf Tournament**

September 10<sup>th</sup>, 2024

### **Innovations in Safety Meeting**

November 18<sup>th</sup>, 2024

**Interested in joining SafeBuild or learning more about our events?**

Email [Jason@safebuildalliance.com](mailto:Jason@safebuildalliance.com), or see me after this meeting



**SafeBuild Alliance**

**2024 SafeBuild Alliance  
Golf Tourney  
registrations are live!**

**\*\*September 10, 2024\*\***

**\*\*Auburn Golf Course\*\***

Email

[Jason@safebuildalliance.com](mailto:Jason@safebuildalliance.com)

or see me after the meeting  
today to secure your spot!

**Auburn Golf Course  
September 10<sup>th</sup>, 2024**



**SPONSORSHIP  
LEVELS**

**TITLE SPONSOR (1 AVAILABLE) \$4,000**

- Registration & Cart for four (4) players
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**PIN FLAG SPONSOR (1 AVAILABLE) \$3,500**

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# BUILDING RESPECT FOR PEOPLE

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JUNE 25, 2024

# TABLE DISCUSSIONS DURING BREAKFAST

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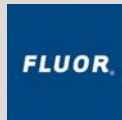
- Names
- Prior Experience with SafeBuild Alliance
- Prior Experience with Lean Construction Institute
- Prior Background on “Respect for People” Concept
  - Something you’ve heard before?
- Favorite Special Occasion Restaurant or Venue

# TODAY'S TEAM

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Sean Graystone



Nichole Guilfoy



John Strickland



# TOPICS FOR TODAY

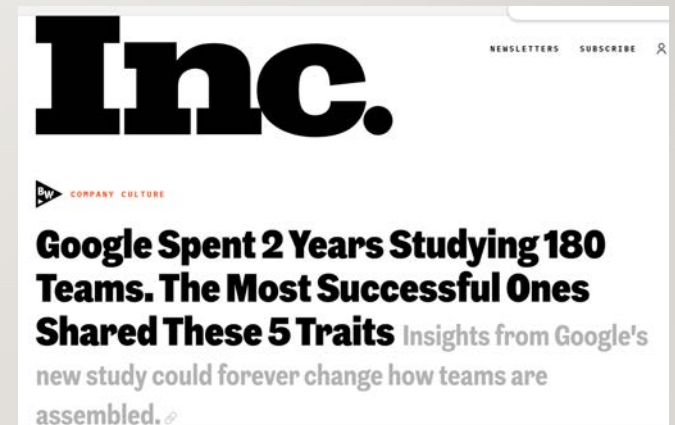
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- Respect for People – More than being “Nice”
- Business Case for Respect for People
- Total Worker Health

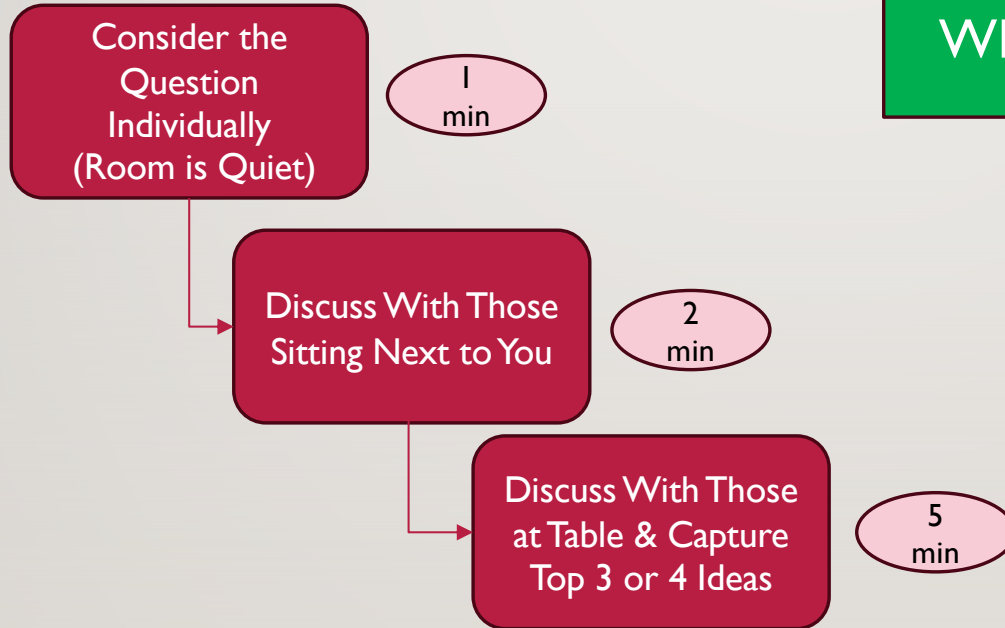


## SAFETY MOMENT – “PSYCHOLOGICAL SAFETY”?

- *“Psychological safety is a belief that one will not be punished or humiliated for speaking up with ideas, questions, concerns or mistakes.”*
  - Amy Edmondson, Harvard Business School
- *Google Project Aristotle*
  - Best teams weren’t created by assembling the best players
    - *“the whole is greater than the sum of the parts”*
  - Psychological safety, more than anything else, was critical to creating high performance teams
- *How about Psychological Courage?*
  - Speak up – respectfully



## TABLE DISCUSSION:



What makes you feel respected?





# “The Whole Is Greater Than The Sum Of Its Parts”

Respect for People is more than:

- The Golden Rule – Treat others as you would wish to be treated
- The Platinum Rule – Treat others as they wish to be treated

**But Extends to:**

- “**Holding *precious* what it is to be human**” – people err, practice understanding and forgiveness. There are no ‘mistakes,’ there are only “learning opportunities” enabling continuous improvement.

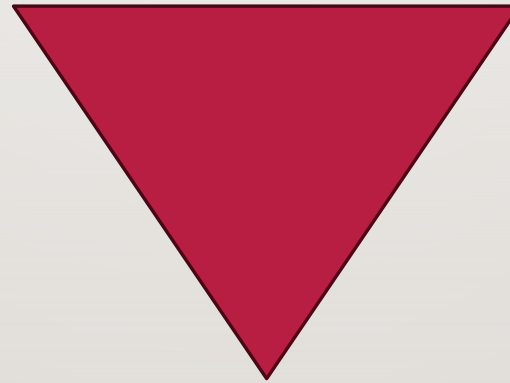


# THE HONESTY, TRANSPARENCY, AND VULNERABILITY



HONESTY

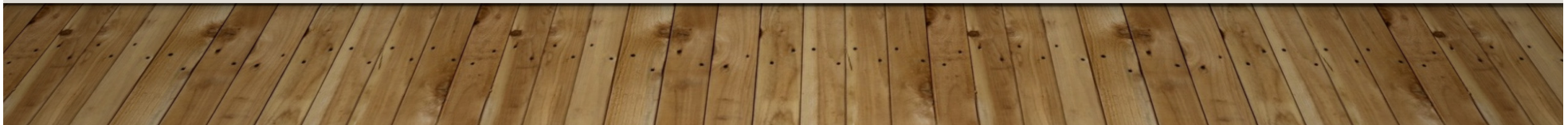
TRANSPARENCY



VULNERABILITY

Honesty and Transparency require Vulnerability. To be Honest, we risk being wrong, judged, or misunderstood. To be Transparent, we risk being shamed, criticized, or humiliated. To take either action requires us to be Vulnerable and courageous which then creates the opportunity to expand our own understanding and change our perspective to one of Empathy, Compassion, and Understanding. This is what feeds human relationships.

To me, this is real **RESPECT FOR PEOPLE**



# WHAT IS “*RESPECT FOR PEOPLE?*” AN EVOLVING DEFINITION

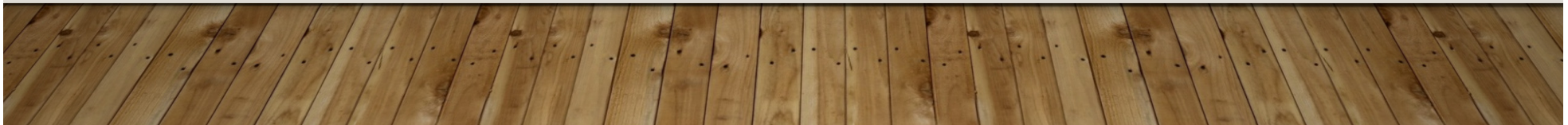
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Currently being developed by LCI's Respect for People Task Force, this evolving definition of "respect for people" is drawn from stories, commentary, and conversations from within the Task Force itself, and members of the LCI community:

**Respect for people melds genuine dialogue, empathy-driven actions, and sincere acknowledgment.**

Safety, corrective measures, and holistic support accentuate it, intertwining with a celebration of diversity and unique narratives



# RESPECT THROUGH LISTENING & LEARNING

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- Demonstrate genuine curiosity and interest in them
- Acknowledge their expertise and learning
- Demonstrate appreciation for their challenges and clever approaches
- Allow them to teach you something

# RESPECT FOR PEOPLE & HIGH-PERFORMANCE OUTPUT

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High performance and continuous improvement and quality are greatly enhanced when those closest to the work understand and improve the production process



Everybody prefers working in a smooth-running operation



## HYPOTHETICAL SITUATIONS (?)

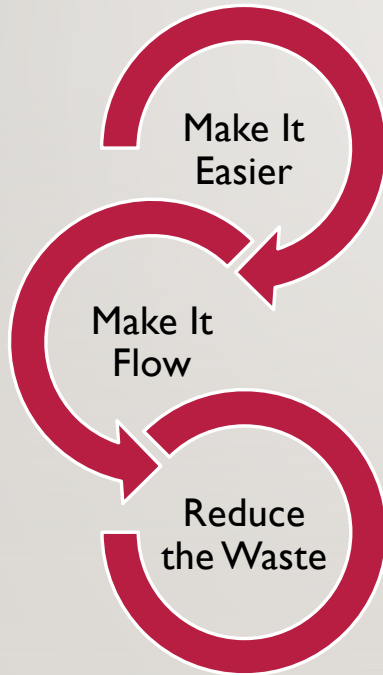
- Workers put in extra effort, at a personal sacrifice, to meet a requirement
  - The work product isn't used immediately
  - Much of it was not used at all
- More work is done than is needed to support the next decision
  - The downstream user waits for what they don't need
  - Changes require much of the work to be redone anyway



Frustration is to Waste as  
Smoke is to Fire.

Just ask people what is  
frustrating and you will likely  
find a wasteful policy

# 3 TYPES OF WASTE: WHERE TO START



- **Make it Easier** (*Muri*)
  - Work that is unreasonable, impossible, too hard, awkward
- **Create Flow** (*Mura*)
  - Workflows that are uneven or inconsistent
  - Overloaded or under-utilized production centers
  - “Hurry up and wait”
  - Phantom Demand & Futile Hurry
- **Eliminate Waste** (*Muda*)
  - All effort that doesn’t add value
  - Transportation, Inventory, Motion, Waiting, Overproduction, Over-processing, and Defects

*Slide derived from author’s understanding of Toyota Production System*

# NOTABLE QUOTES

## Production Guru – Shigeo Shingo



## Quality Guru - W. Edwards Deming



*The fact is that the system that people work in and the interaction with people may account for 90 to 95% of performance.*

*A leader's job is to understand his people, understand their differences; optimize their interactions, their educations, their experiences.*



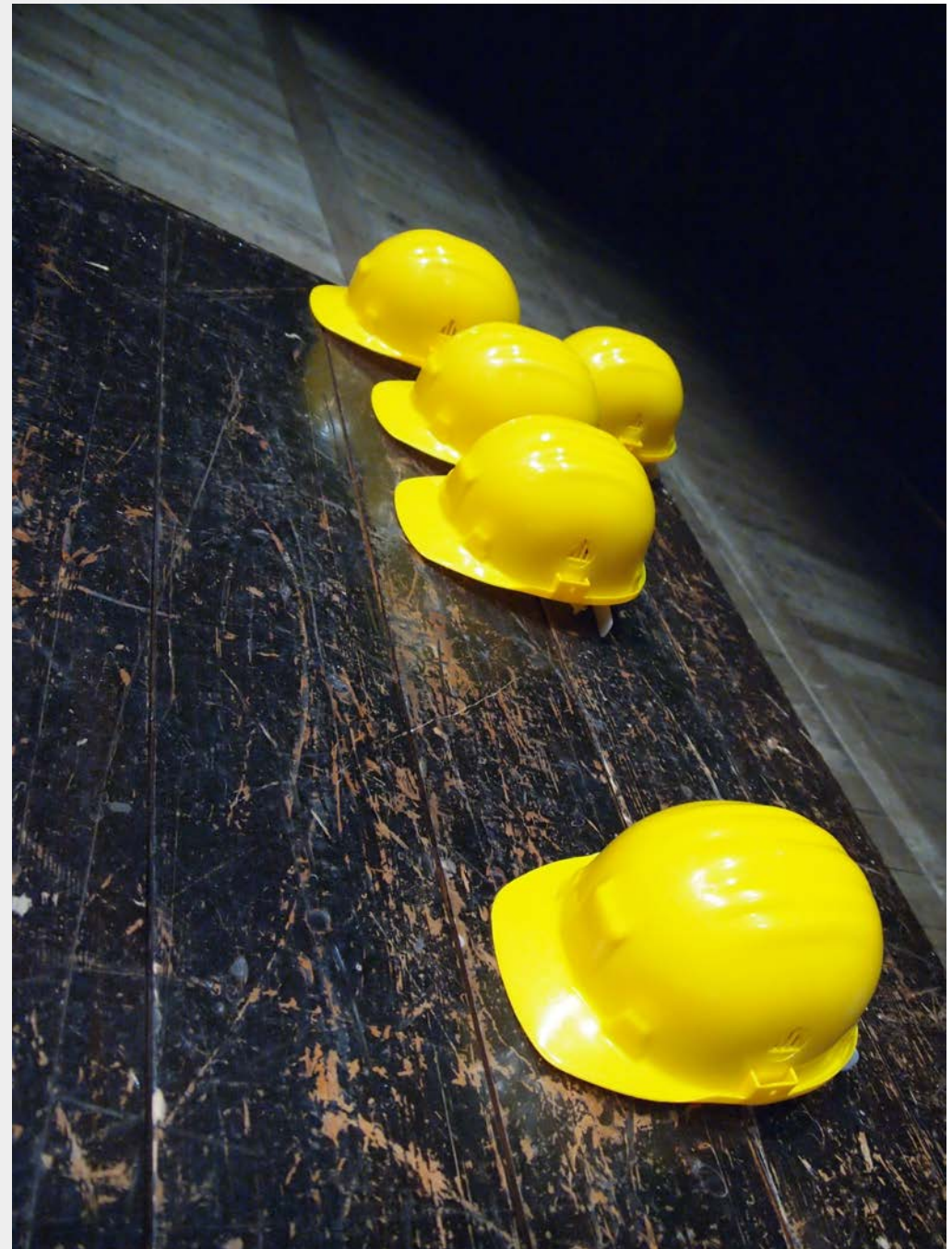


# Supporting Your Mental Health

**Resources for Construction  
and Craft Workers**

**2024 SafeBuild Alliance**

**Presented by: Nichole Guilfoy, Health Management  
Consultant, Providence Health Plan**

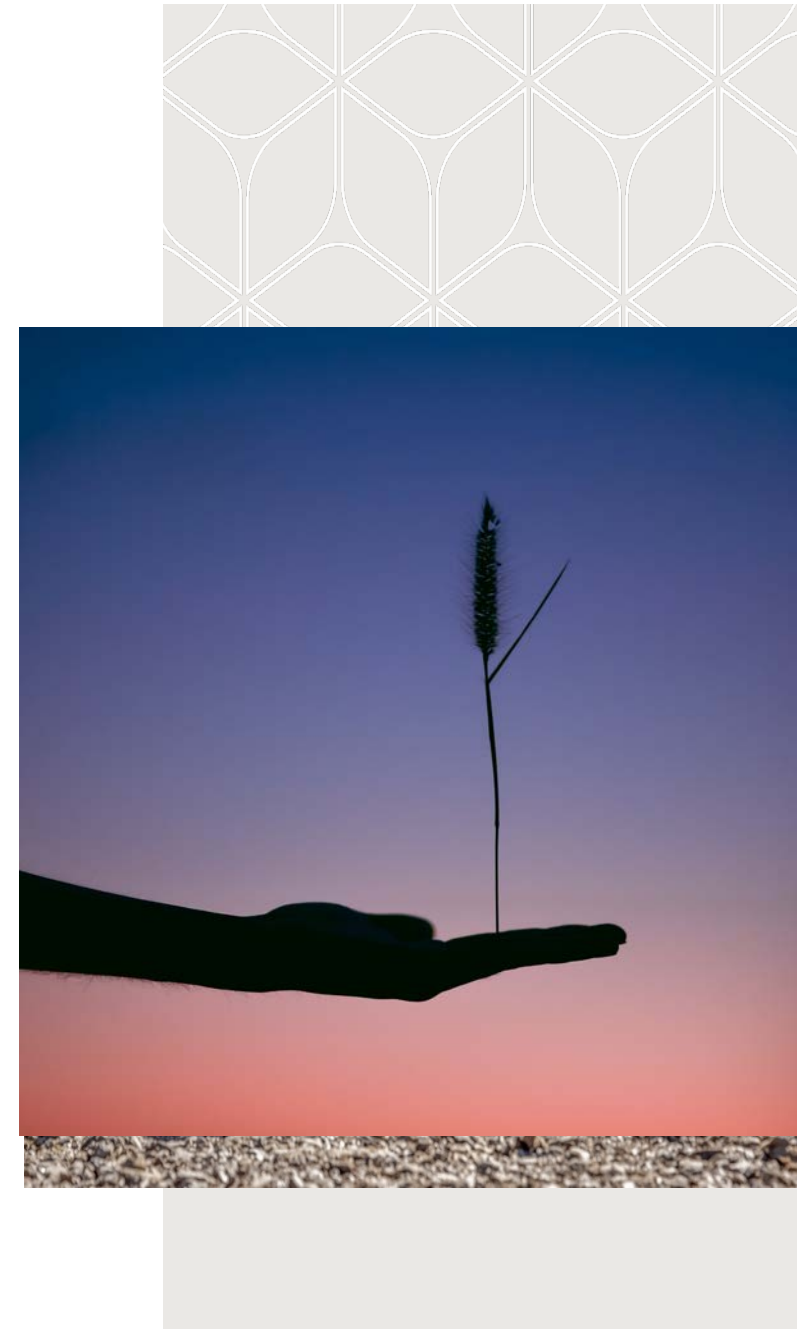




# Why are we talking about Mental Health today?

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- Construction workers experience the highest suicide rate of all industries:
  - 53.2 suicides per 100,000 workers
  - 4x greater than national average
  - 5x greater than all other construction fatalities combined
- Construction workers are disproportionately prone to substance abuse:
  - Construction workers represent about 25% of fatal opioid overdoses among all workers
  - 12% have an alcohol use disorder (versus 7.5% of general population)
  - 11.6% reported illicit drug use within the past month
- 83% of construction workers have experienced a mental health issue.
  - Only 18% of construction workers feel comfortable raising mental health concerns.



# Supporting Construction and Craft Workers

## What's unique about construction and craft workers?

- Shift work and sleep health
- High pressure environment
- High rates of burnout
- Financial stress
- High risk for substance abuse disorders
- “Tough Guy” culture
- Precarious work
- Separation from family

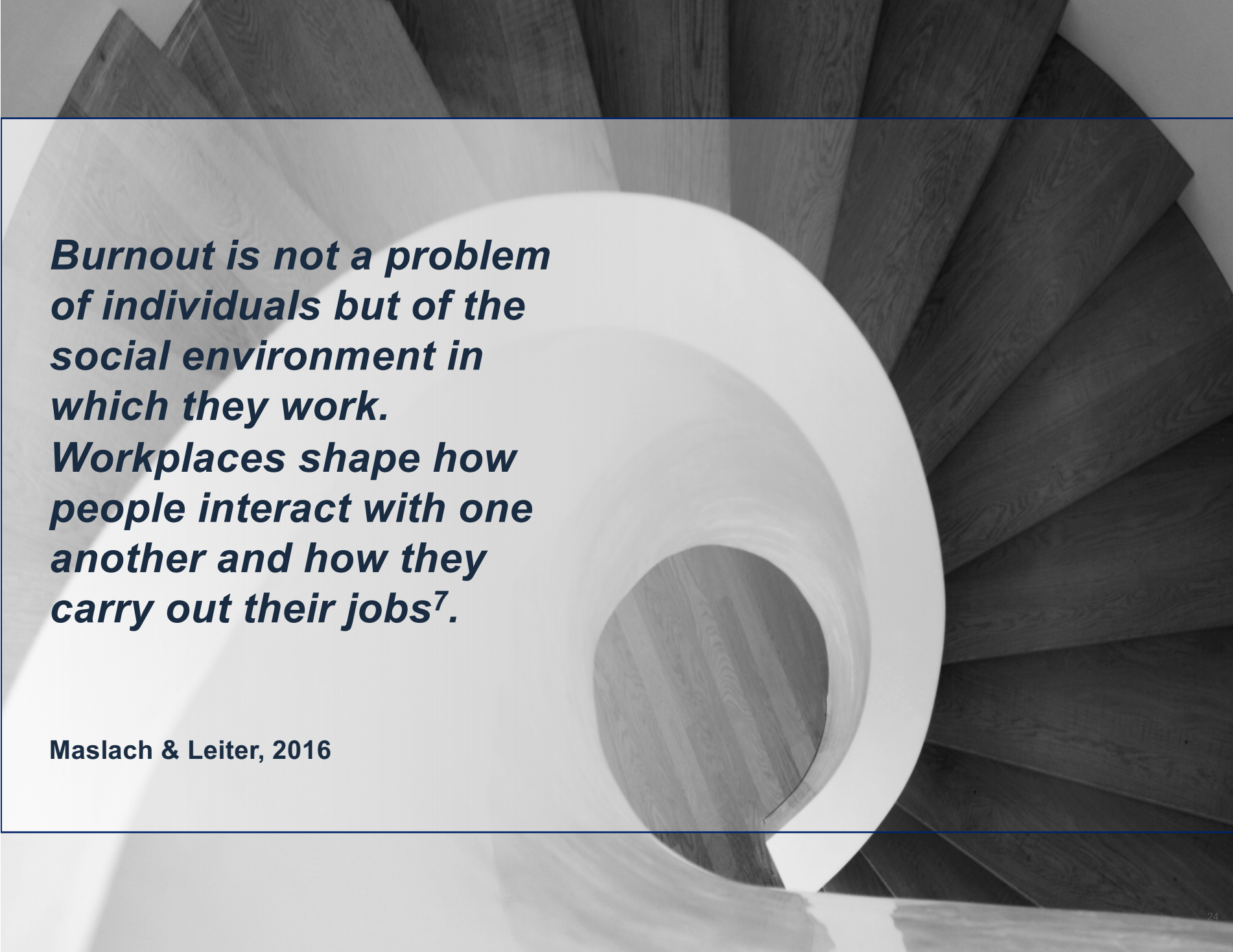


# What is burnout?

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**Job burnout is a special type of job stress – a state of physical, emotional, or mental exhaustion combined with doubts about your competence and the value of your work.**





***Burnout is not a problem of individuals but of the social environment in which they work.***

***Workplaces shape how people interact with one another and how they carry out their jobs<sup>7</sup>.***

**Maslach & Leiter, 2016**





## Three main dimensions of burnout

- **Emotional exhaustion**
- **Cynicism**
- **Decreased sense of personal accomplishment**



# Psychosocial Factors of Work in Construction

Psychosocial factors are social, organizational, and managerial features of a job that affect the worker's feelings, attitudes, behaviors, and physiology.

## Working conditions

- High demands
- Low control over work tasks
- Lack of support from supervisor or coworkers
- Job dissatisfaction

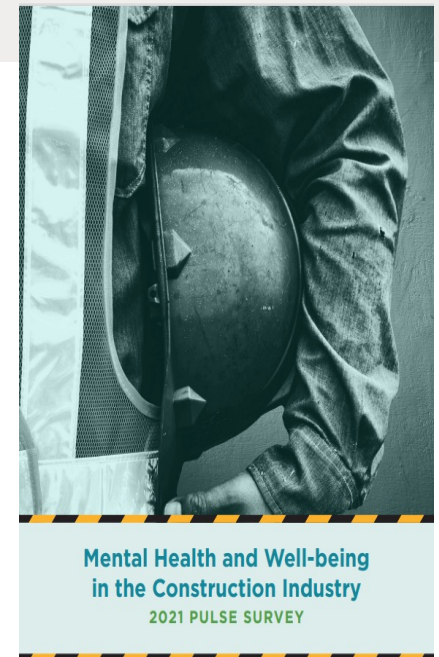
can lead to



## Health effects

- Heightened stress
- Poor safety outcomes
- Increased risk for cardiovascular disease
- Higher susceptibility to musculoskeletal disorders

93% of respondents agree that addressing mental health at work is a sound business practice.



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### Acting compassionately

helps prevent worker burnout.



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### Acts of compassion & kindness

are rejuvenating when received and witnessed.

# The compassion connection

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### Giving and receiving compassion

is stimulating and healing.



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### Workplace compassion

Promotes employee engagement, dedication, and loyalty.



## Identify



Contributing psychosocial hazards and safety climate.

## Assess



Which factors can be feasibly addressed. Be sure to include front-line workers in the assessment process.



## Respond

Develop practices and policies to address deficiencies.



## Evaluate

Review and revise psychosocial safety initiative annually.

## Top Tips for Leaders





**Thank You**

**Nichole R. Guilfoy**

**Health Management Consultant**

**[nichole.guilfoy@providence.org](mailto:nichole.guilfoy@providence.org)**

# References

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1. <https://www.apa.org/pubs/reports/work-in-america/2023-workplace-health-well-being>
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3. <https://wearewildgoose.com/uk/news/employee-mental-health-and-remote-working-report/>  
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**Music:** *Positive Ideas by 2TECH-AUDIO* | <https://2tech-audio.bandcamp.com>

And now it is time for you tell us ...



# How Do YOU Define Respect for People?

What was your Aha Moment? What does it mean to You?

Please put your input into the chat! Or...

Write to me at: [LeanFlow2017@Outlook.com](mailto:LeanFlow2017@Outlook.com)

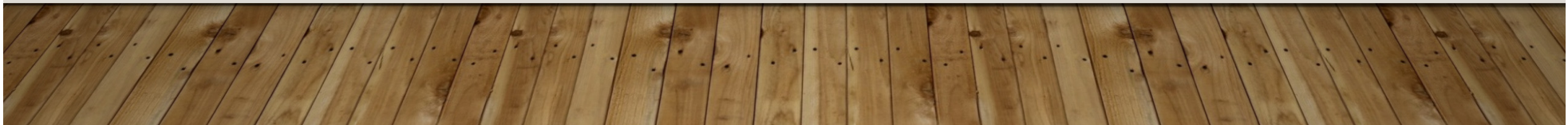
Tell us your story...

Give us Your thoughts...

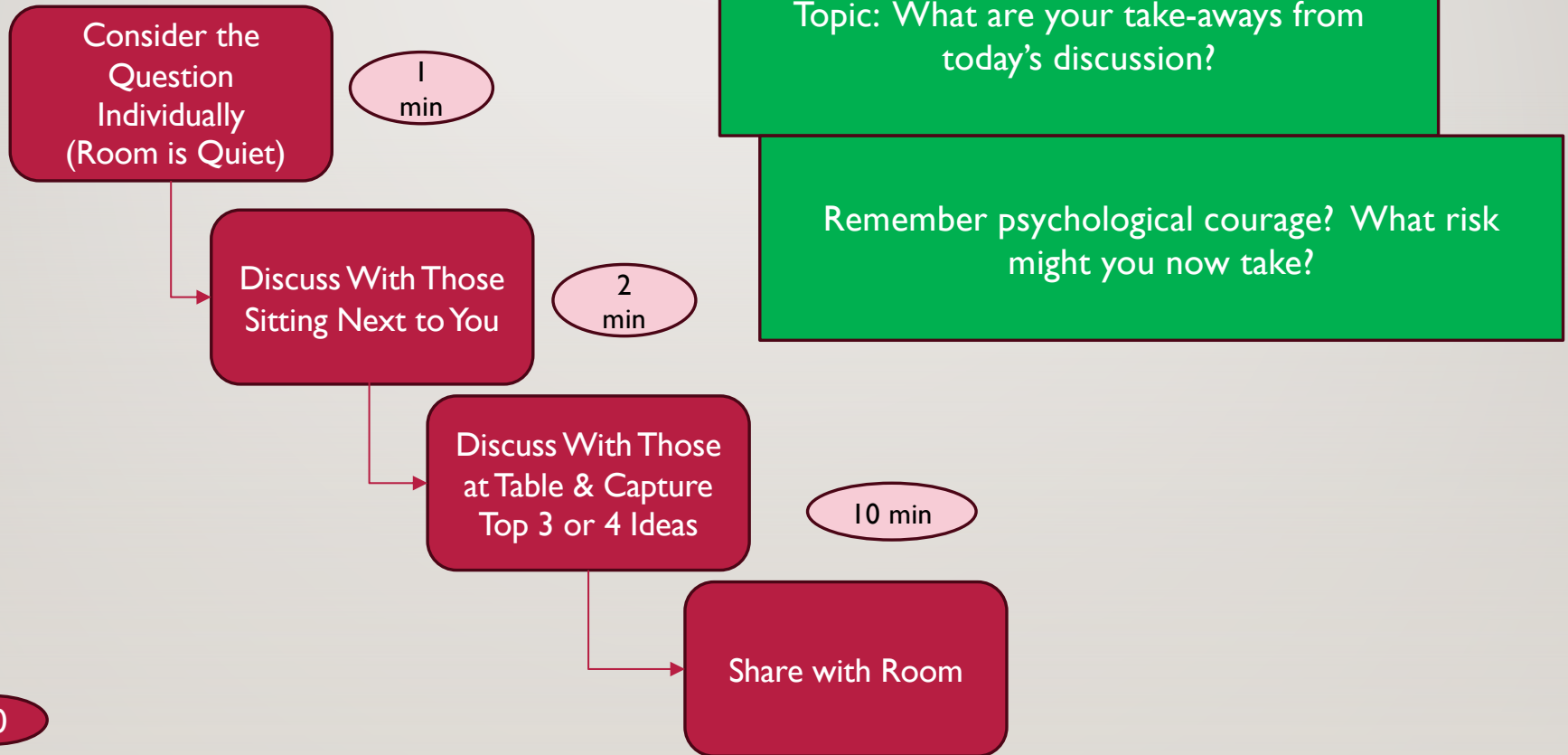
Join the conversation!

Have a conversation!

Engage...Make a Change...Be active...Get involved



## TABLE DISCUSSION:





# IMPROVING THE MESSAGE

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PLUS – WHAT ABOUT TODAY'S  
SESSION ADDED VALUE

DELTA – WHAT SHOULD WE  
IMPROVE FOR NEXT TIME?





Thank you to our meeting sponsor





**SafeBuild Alliance**

## 2024 SafeBuild Alliance Golf Tourney

**registrations are live!**

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