

How to Engage Workers in the Feedback Process

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Compiled from flip chart notes written at the SELLS Workshop in Oak Ridge, October 24, 2001

1. Do post-job reviews, preferably with small groups
2. Discuss issues in work group settings
3. Elevate issues that the work group can't solve
4. Conduct more pre-job briefings
5. Use small groups
6. Treat Labor (Bargaining Unit) as stakeholders
7. Encourage and mentor employees
8. Engage first line supervisors
9. Praise stop-work actions for safety and other desired behaviors
10. Explain why a specific piece of feedback is not used
11. Revive Enhanced Work Planning
12. Make computers available in the field
13. Involve workers in project planning per ISMS
14. Maintain accountability
15. Implement "Weak Moment in Time" process
16. TRUST (workers, managers, and each other)