

SMALL ACTIONS, BIG IMPACT



**Construction
Inclusion Week**

TOOLBOX TALKS

11



Estimated Time:

15 minutes max



Audience:

**Jobsite teams, office teams,
team leads, new hires, senior
leadership**

CIW PILLARS:

*Belonging & Workforce Culture,
Commitment & Accountability*

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ABOUT THIS RESOURCE:

This Toolbox Talk is provided as a voluntary workforce development resource in support of Construction Inclusion Week. It does not impose or endorse any directives, quotas, or identity-based exclusions or preferences.

The content reflects voluntary best practices and is designed to promote safety, opportunity, and inclusive team culture benefiting everyone across the construction industry, to help support, attract, and retain top talent.

Construction Inclusion Week does not control or endorse the content of third-party links. Activities should be adapted to align with your company's legal policies and job-related criteria.



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LEARNING OBJECTIVES

This conversation reinforces that culture is not built by one big moment, it's built by daily actions and how we treat each other.

- Understand how small behaviors build team trust and morale.
- Learn everyday habits that support inclusion.
- Recognize how treatment impacts retention.
- See culture impacts performance and safety.
- Take personal responsibility for creating positive team culture.

DEFINITIONS

Micro-Actions:

Small behaviors; like greetings, thank-you(s), giving credit or active listening; that shape how included people feel.

Belonging:

The daily respectful behaviors that make teammates feel seen and valued.

Team Culture:

The shared values, norms, and behaviors that influence how a team works together.

Accountability:

Taking responsibility for how your actions affect others.

KEY CONCEPTS:

- **Belonging contributes to retention and team reliability, especially in high-performance or safety-sensitive environments.**
- Everyone helps set the tone through what they say, do, ignore, or repeat.
- Small gestures: remembering someone's name, offering help, saying thank you; can have a lasting impact.



KEY CONCEPTS:

- **Respect, kindness, and curiosity go a long way.**
- Strong culture is built through consistent, everyday inclusion for everyone, not just policies.

Culture isn't built in one big moment. It's shaped by the small things we do every day, how we treat people, how we listen, and how we show up for each other.

A simple "Good morning," giving someone credit for their work, or asking for feedback shows people they matter. These actions don't cost anything, but they can make someone feel seen, respected, and valued.





The opposite is also true. Ignoring someone's input, interrupting, or leaving people out can chip away at trust and team morale. Over time, these moments shape whether someone feels included, or invisible.

Leaders set the tone, **but every person helps build culture.** That includes quiet leaders, new hires, and people behind the scenes. Everyone plays a part in making the jobsite or office a place where others feel welcomed.

When we take time to notice others, say thank you, and invite people in, we create a stronger team. The little things add up. They send the message: "You belong here."





ACTIVITY OPTIONS:

General Ask:

Think about one small action a teammate took that made you feel welcome. How can you pay that forward today? Now think: What's one small thing you can do for someone else this week?

The following page includes ways to practice mentorship, on site, in the office, or with community partners:



**JOBSITE
ACTIVITIES**



**OFFICE
ACTIVITIES**



**SCHOOL/
COMMUNITY
ACTIVITIES**



**GROUP
ACTIVITY**



JOBSITE ACTIVITIES

- Start each day/shift with a 1-word “check-in” round: How are you today?
- Create a **“Recognition Wall” / “Workplace Culture Shoutout”** board where team members can leave quick shoutouts.
- Practice **“Name and Thanks,”** acknowledge teammates by name during tasks.
- Introduce a daily **“Culture Building Moment,”** one person shares a story, idea, or action that amplifies company values.
- Ask each team member to identify one way they help others feel seen or valued.
- Ask: What’s one thing we do well, and one thing we could improve?



OFFICE ACTIVITIES

- Launch a **“Welcome Buddy”** system to support new hires.
- Start each meeting with 30-second appreciation shoutouts to recognize a small win or positive behavior.
- Create small **“culture cards”** with simple actions: greet someone, say thank you, check in.
- Review your daily habits, what do they say about your values?



SCHOOL/COMMUNITY ACTIVITIES

- Invite students to design welcome signs or a values poster for a jobsite.
- Have students write anonymous **“gratitude notes”** to classmates or instructors.
- Co-host a “small acts” challenge: encourage students to do 3 kind actions each day.
- Provide stickers or posters that say **“Culture Starts with Me.”**



GROUP ACTIVITIES

- As a team, commit to one daily micro-inclusion behavior for the week, and report back on its impact.
- Go around: Share one action someone took that made you feel included.
- Build a team **“Do More / Do Less”** list about team behaviors.
- In pairs, practice how to speak up respectfully when something’s not right.
- Watch a short video about workplace culture (e.g., Brené Brown or trade- specific clips) and discuss takeaways.
- Create a **“This is Who We Are”** team agreement; add one word each that represents your crew’s values.



*Culture isn't
what we say,
it's what we do
every day.*



DISCUSSION QUESTIONS

1. What's a small action that made you feel included in a team?
2. What unspoken habits might unintentionally push people away?
3. What small things have made a big difference in your work life?
4. How can supervisors' model daily inclusion for their teams?
5. What could we change in our routines to help new or quiet team members feel welcome?

Culture lives in everyday moments. Everyone has the power to shape it. **Every action builds culture.**



THIS WEEK:

- Greeting teammates by name each morning.
- Offer help to someone new or quiet on your team.
- Give a genuine shoutout to someone doing great work.
- Notice how your tone and words affect others.
- Start a conversation about how your team defines respect.



POST YOUR IMPACT:

#ConstructionInclusionWeek
#CIWOpeningDoors
#SmallActionsBigImpact

Resources:

- Center for Positive Organizations
- Great Place to Work
- Society for Human Resource Management (SHRM)