

WORDS MATTER

Safer workplaces start with everyday conversations.

Respectful communication helps build trust and creates space for people to ask questions, raise concerns, share ideas, and admit mistakes.

Before you respond, choose words that:



01

Recognize strengths

“That was a busy shift. I really appreciate how you stay organized.”



02

Describe, rather than blame

“Here is what I noticed...”



03

Start with “I”

“I feel concerned about how this may affect workload today.”

04

Acknowledge feelings

“I can see this has been frustrating. Thanks for talking to me”

05

Show appreciation

“Thanks for stepping in to help today.”

This is a practice. We will not always get it right. Small shifts, repeated over time, can help make the workplace feel safer for everyone.

What is one small shift you can practice today?