

Front Line Managers and Supervisors

Hear for you

“Here for our colleagues, our customers, our family”

“FEEL PROUD”

“FEEL SUPPORTED”



“MAKE A DIFFERENCE”

Our responsibility to you:

- **Safety first!** – Sending everyone home safe and well
- **Be open** – encourage feedback
- **Empower others**
- **Be fair** with the gang
- **Use common sense** – don't let them do anything I wouldn't
- Ensure everyone sticks to the “rule book”
- Know your gang, **understand and communicate**
- **Productivity** – drive efficiency



Zero incidents
Zero harm
Zero compromise
Keeping you healthy and safe, every day at work

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Our advice for aspiring managers and supervisors

1. Be unique, Be yourself!
2. Lead by example
3. Show respect, recognise talent and promote within
4. Be compassionate and approachable
5. Re-assure our teams that you've got their backs
6. Have pride in what you do and enjoy it
7. Keep learning



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Alan Seeby

Working for Barhale for 10 years

“I am driven to be the best I can be”

What makes a good front line manager/supervisor?

- Safety First
 - send them all home safely
- Don't stop learning
- Take pride in what you do and enjoy it!

How we cope with pressure

- Know your personal limit
- Make sure you have “me time”
- Know who to ask and when to ask for help

Communicate and engage

- Always be available
- Know your teams – build relationships
- Be open – encourage and empower the teams



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Rob Gray

Working for Clancy for 10 years

“I feel I have power to change things for the better”

What makes a good front line manager/supervisor?

- Don't compromise – the job needs to be done safely
- Keep up to date with new things
- Have pride in what you do

How we cope with pressure

- Recognise when you need help and don't be afraid to ask for it
- Leave work at work
- Know when to switch off



Communicate and engage

- Don't shout – treat everyone with respect
- Take concerns seriously, follow up and feedback
- Take accountability & responsibility – the buck stops with me



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Mike Sheridan

Working for Barhale for 1 year

Worked in construction for 20 years

“I enjoy being a supervisor and doing the best for my team”

What makes a good front line manager/supervisor?

- Be “on the ball” – Make the team’s jobs run smoothly & productively
- Fairness – know capabilities and plan to their strengths/skills
- Respect for all people – our customers, gangs & teams

How we cope with pressure

- Be organised and always have a ‘plan b’
- Learn from your own mistakes
- Stay in control when things go wrong

Communicate and engage

- Be visible, be honest, be approachable
- We’ve got the guys backs
- Don’t be too proud – humility is key



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Kerry Iles

*Working for Skanska for 7 years
Worked in utilities for 20 years*

“Everyday is a challenge, no 2 days are the same”

What makes a good front line manager/supervisor?

- Be fair to the gangs
- Lead by example
- Be organised – think ahead

How we cope with pressure

- Know people’s capabilities
- Support and understand “our family”
- Make the most of your time at home

Communicate and engage

- Have conversations face to face
- Make it personal
- Be yourself – recognise talent and promote from within



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Rose Wilkinson

Site Manager for 4 years at Thames Water

“Proud of myself
and my team”

What makes a good front line manager/supervisor?

- Lead by example in every way
- Be assertive
 - ensure standards are high everyday
- Positive energy – Getting stuck in!
- Know what success looks like
 - and go for it

How we cope with pressure

- Don't buckle under pressure
 - remain positive and focused
- Follow your gut
- Turn frustrations into positives



Communicate and engage

- Have conversations face to face
- Don't make assumptions – get to know people



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Wayne Blaney

Working for J Browne for 6 years

What makes a good front line manager/supervisor?

- Knowledge – you have to know the job
- Great planning is key!
- Don't compromise
 - the job needs to be done safely

How we cope with pressure

- Know your own limits
- Recognise when you need help & know who to ask

Communicate and engage

- Know your teams, build strong relationships
- Don't shout, treat them all with respect

