

INTRODUCTION

Everyone has a first day on the job, often feeling unsure and inexperienced. As a mentor, you help guide new, young, and inexperienced workers through that stage, using clear communication, hands-on guidance, and consistent support. Because inexperience can increase risk, your role is key to ensuring workers understand their tasks, feel valued, and feel comfortable speaking up about safety concerns or asking questions.

COMMUNITY APPROACH

- ☐ Emphasize team support; encourage reaching out to experienced workers
- ☐ Welcome young, new, and inexperienced workers; be open to questions
- ☐ Recognize inexperience as a potential hazard

WORKPLACE ORIENTATION

- ☐ Explain tasks and how they fit into the bigger process
- ☐ Introduce team members
- ☐ Walk through worksite and explain what's happening
- ☐ Review daily tasks and activities
- ☐ Check PPE for proper fit and use
- ☐ Explain the 'why' behind safety policies
- ☐ Discuss workplace policies (safety, readiness, reporting injuries, help resources)

ASK OPEN-ENDED QUESTIONS (THAT REQUIRE MORE THAN A YES/NO ANSWER)

- ☐ What are our priorities for today?
- ☐ Describe the steps needed to complete this task
- ☐ Tell me about potential hazards with this task
- ☐ What do you do if something goes wrong?
- ☐ Who are the people you can go to with questions?

MODELING

- ☐ Follow safety protocols and don't take shortcuts
- ☐ Wear PPE
- ☐ Take breaks/lunch
- ☐ Show you are willing to ask others for help or assistance

ASSIGNING TASKS & TEACH BACK

- ☐ Check in at the start of each shift
- ☐ Reassign tasks if worker seems unready
- ☐ Review steps even if experienced; observe performance
- ☐ Use teach-back method (Review the task, "Tell me", Show me", Check in)
- ☐ Adjust supervision depending on experience: Constant, Intermittent, Periodic
- ☐ Retrain or increase supervision if unsure
- ☐ Gradually increase task complexity as skills grow

ENCOURAGE SPEAKING UP

- ☐ Provide opportunities for questions; respond positively
- ☐ Share your own new-worker experiences
- ☐ Listen actively (eye contact, repeat back)
- ☐ Watch for nonverbal cues of uncertainty
- ☐ Remind workers: If unsure, ask