Employees are central to the solution, involved, consulted, and invited to contribute their experience and ideas. Given the opportunity to step up when the time comes equates in-bred ownership and automated engagement consistent through out – contagious and impacts directly to team morale and improved productivity thereafter.

Engaged floor supervision provides an in-depth sense of focus and expected outcome, treat team mates as individuals with honest and constructive feedback consistent with role expectations, each one uniquely contributing to the rest of the team, without these individual contributions would impact the whole, maintains structural workflow to attain outcomes.

Confidence enables engagement for a more positive outcome. The mechanism behind this confidence is a strong foundation of knowledge and “know-how” brought about by strategic training tools: annual eLearning, scheduled in-services, “educational walls”, impromptu “group huddles” = importance of role is affirmed with consistency.

Engaging managers thank us for our work, gives considerable effort into making sure the successes and achievements of individuals and teams are fully acknowledged - a culture of praise and acknowledgement, approachable and available when needed, discuss our professional and career development, support to achieve, look out for team welfare: all equates mutual trust.

The culture of trust in achieving expectations and beyond