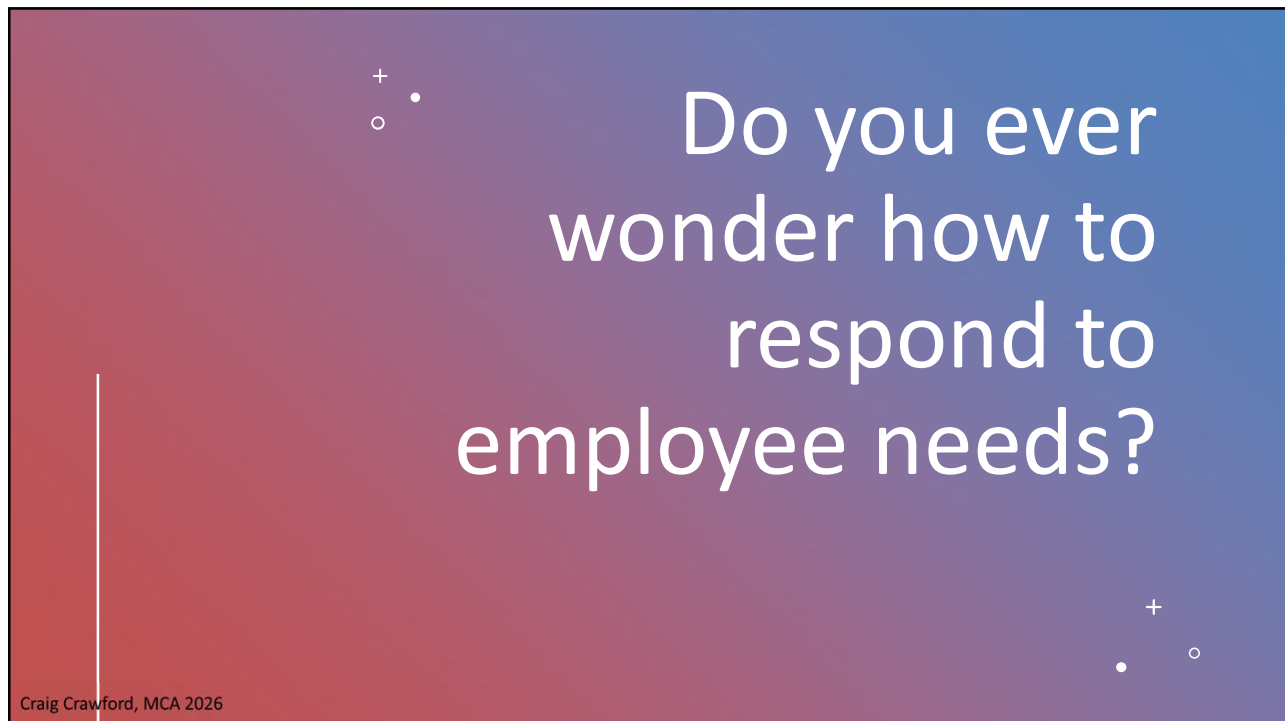


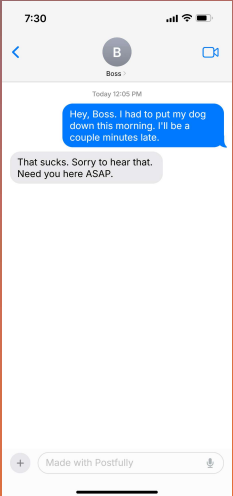


1



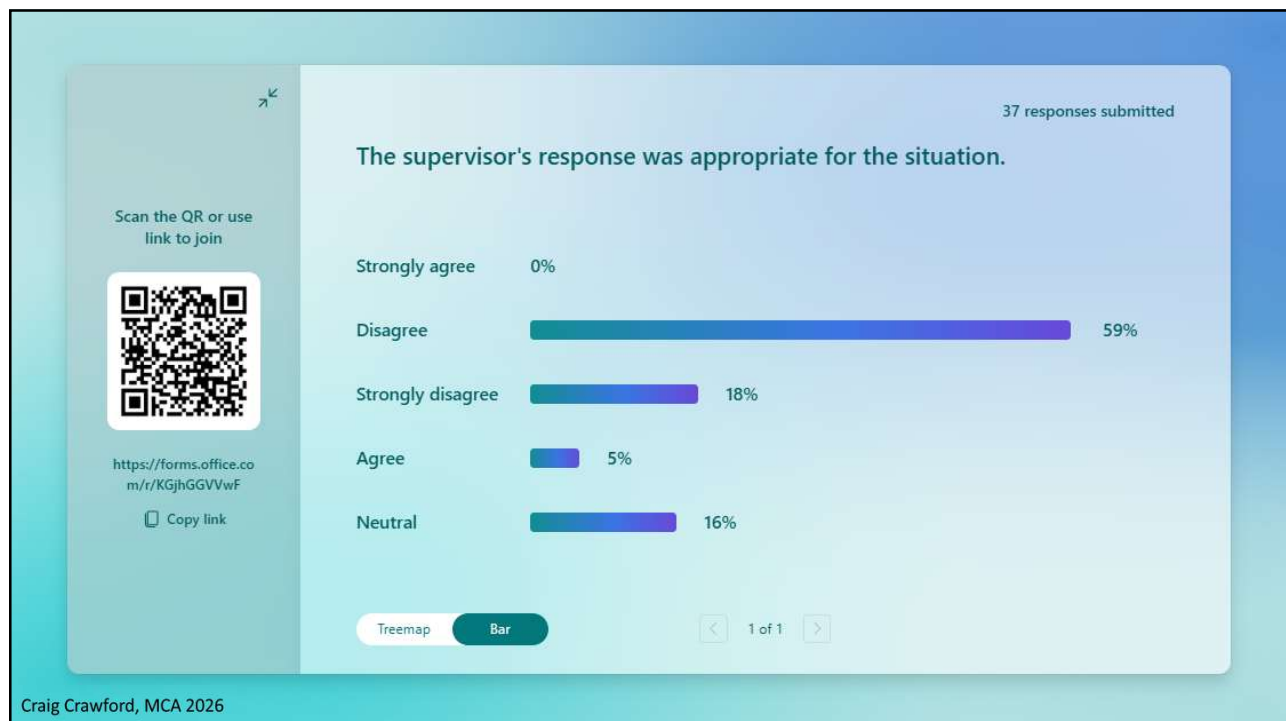
2

Seems tough, but we've all lost pets. The employee didn't seem to make it a big deal.



Craig Crawford, MCA 2026

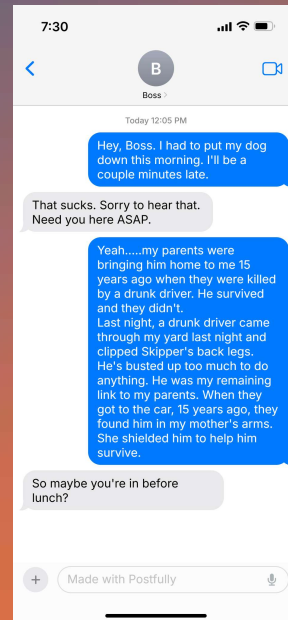
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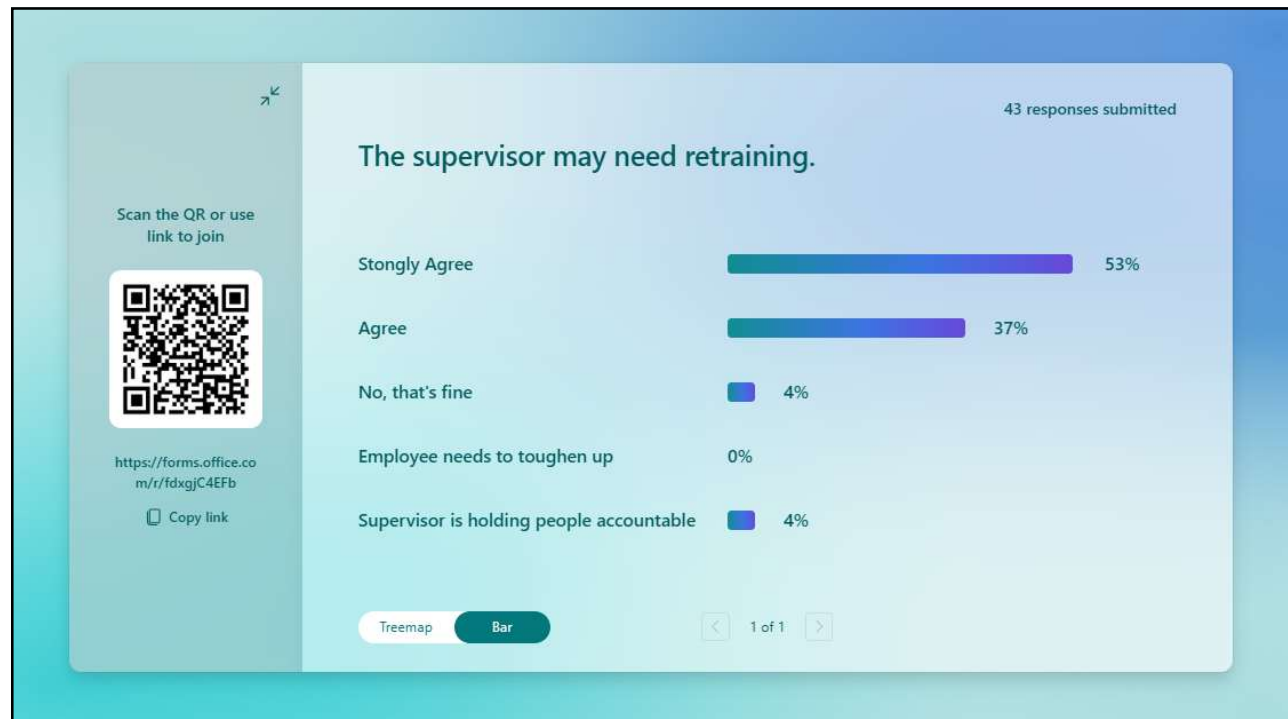
4

Geez....this wasn't most
pets. And this employee
is going to need support.
Maybe they shouldn't
operate machinery today.

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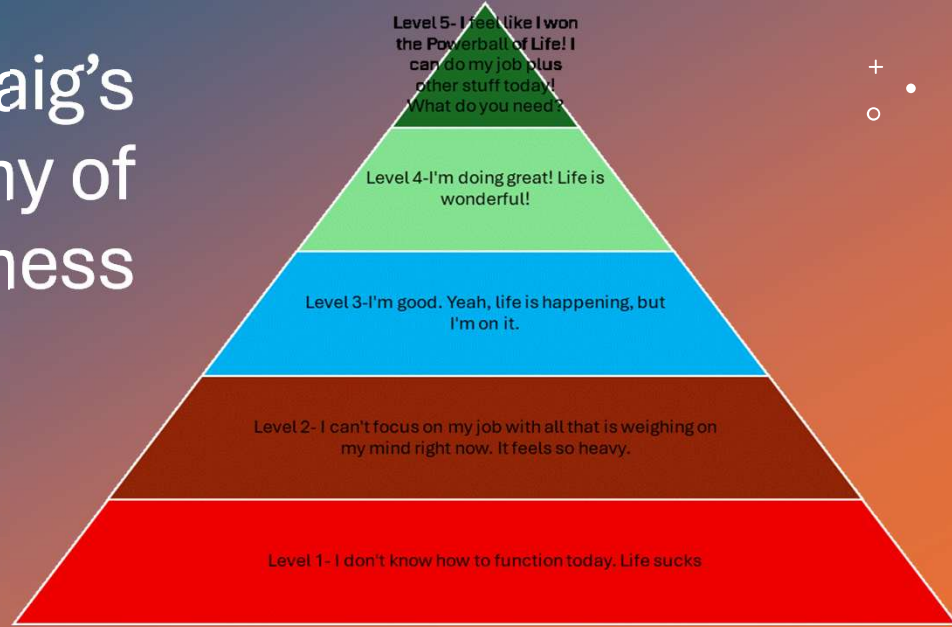


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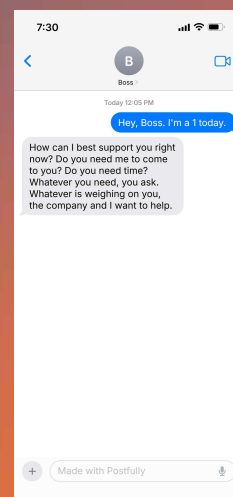
Craig's Hierarchy of Readiness



Craig Crawford, MCA 2026

7

Does this make it easier? Does the WHAT is going on matter more than the way it is impacting your employee?



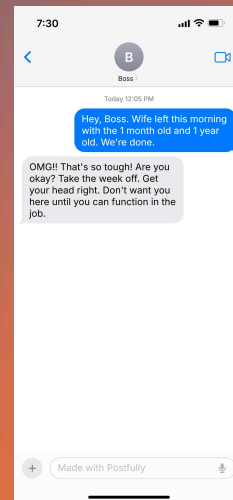
Craig Crawford, MCA 2026

8

We look at every
situation
through OUR
lens and prior
experiences.

Craig Crawford, MCA 2026

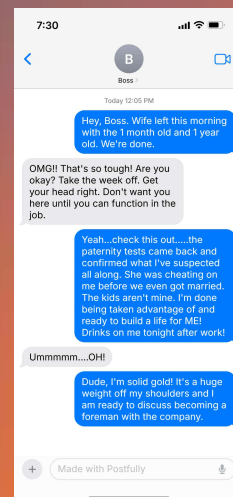
9



But maybe we
are missing the
real situation as
a result.

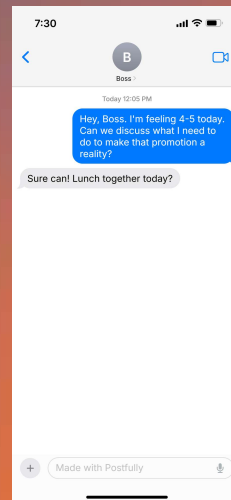
Craig Crawford, MCA 2026

10



Our employees won't feel
any less cared about and
it let's you get to the heart
of the matter and gauge
your response
appropriately.

Craig Crawford, MCA 2026



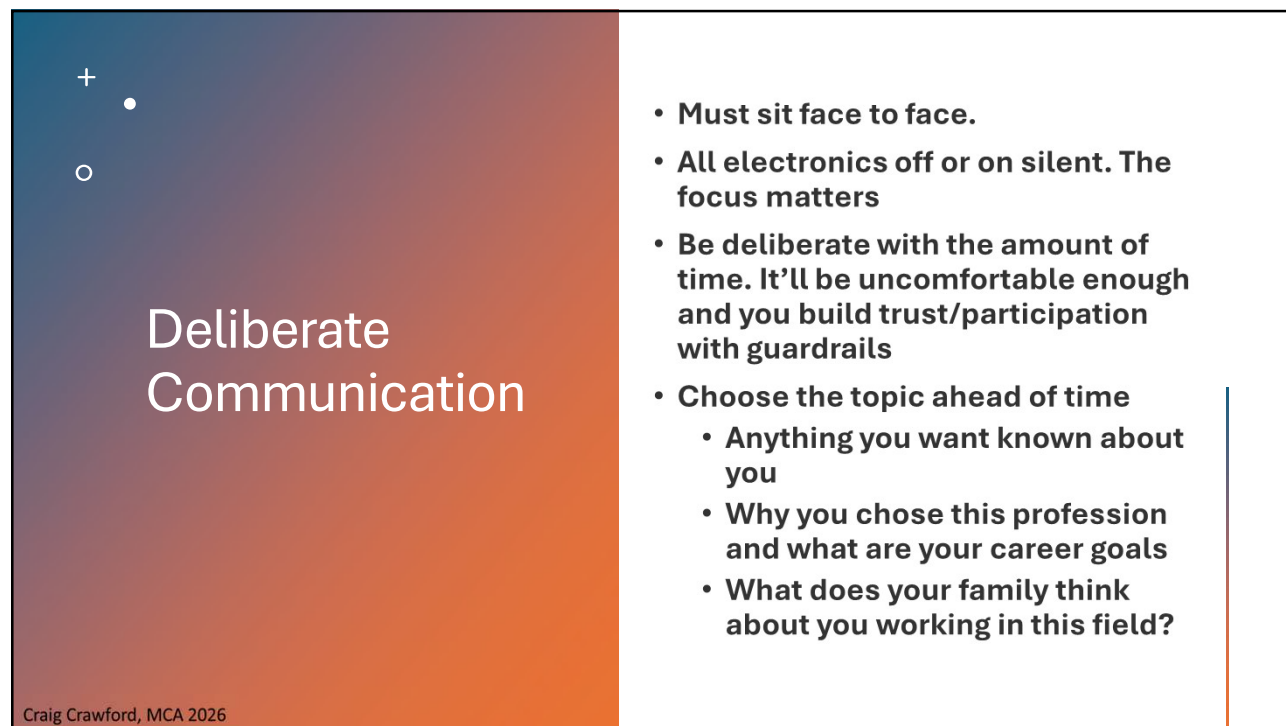
11

+
• 10
minutes
to a
stronger
crew.

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- Once a week? Once a month?
- Make it consistent
- Especially when a new hire is brought on board
- Choose the prompts beforehand
- Emphasize finding somebody new each time.

12



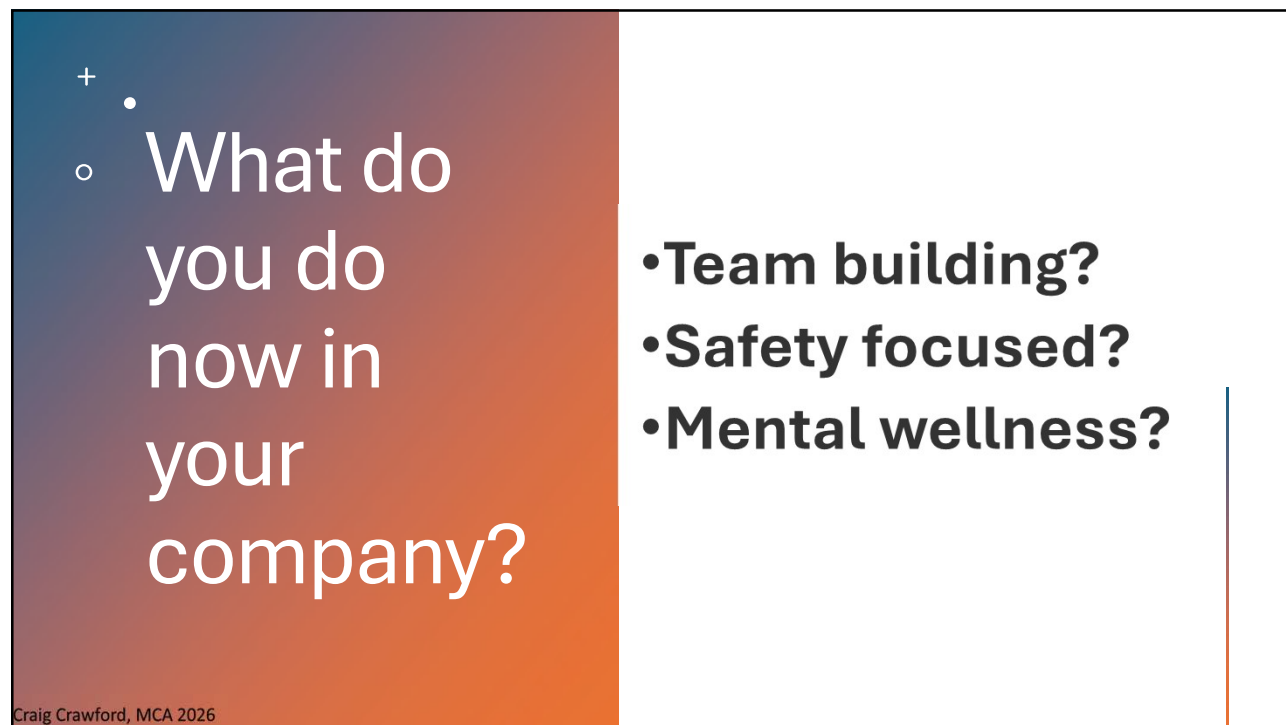
The slide features a vertical gradient background transitioning from dark blue at the top to orange at the bottom. On the left side, there are three small white icons: a plus sign, a solid dot, and an open circle. The title 'Deliberate Communication' is written in white text. On the right side, a list of five bullet points is displayed in black text. A thin vertical line, colored blue and orange, runs down the right edge of the slide.

Deliberate Communication

- Must sit face to face.
- All electronics off or on silent. The focus matters
- Be deliberate with the amount of time. It'll be uncomfortable enough and you build trust/participation with guardrails
- Choose the topic ahead of time
 - Anything you want known about you
 - Why you chose this profession and what are your career goals
 - What does your family think about you working in this field?

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13



The slide features a vertical gradient background transitioning from dark blue at the top to orange at the bottom. On the left side, there are three small white icons: a plus sign, a solid dot, and an open circle. The title 'What do you do now in your company?' is written in white text. On the right side, a list of three bullet points is displayed in black text. A thin vertical line, colored blue and orange, runs down the right edge of the slide.

What do you do now in your company?

- Team building?
- Safety focused?
- Mental wellness?

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14

+ • How People Feel Respected & Valued on the Job

- People don't all feel appreciated the same way.
- On a crew, respect shows up through actions, not fancy words.
- When leaders hit the right signals, morale, safety, and loyalty go way up.

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15

+ • Five Ways Workers Notice Respect

- Straight Talk: Clear direction, honest feedback, and being told when you did a good job.
- Having Your Back: Showing up when it matters and helping solve problems.
- Time & Attention: Listening, checking in, and not blowing people off.
- Fair Treatment: Equal rules, steady schedules, and following through.
- The Right Tools: Equipment, training, and support to do the job right.

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16

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○

What This Looks Like on a Montana Jobsite

- A foreman says exactly what's needed and recognizes solid work.
- A supervisor jumps in when a deadline is tight or someone's stuck.
- Leaders take time to listen instead of barking orders.
- Crews know the rules apply to everyone, no favorites.
- Workers get what they need to work safe and finish strong.

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17

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○

Craig Just did you wrong.....

- Want to know what we just discussed?

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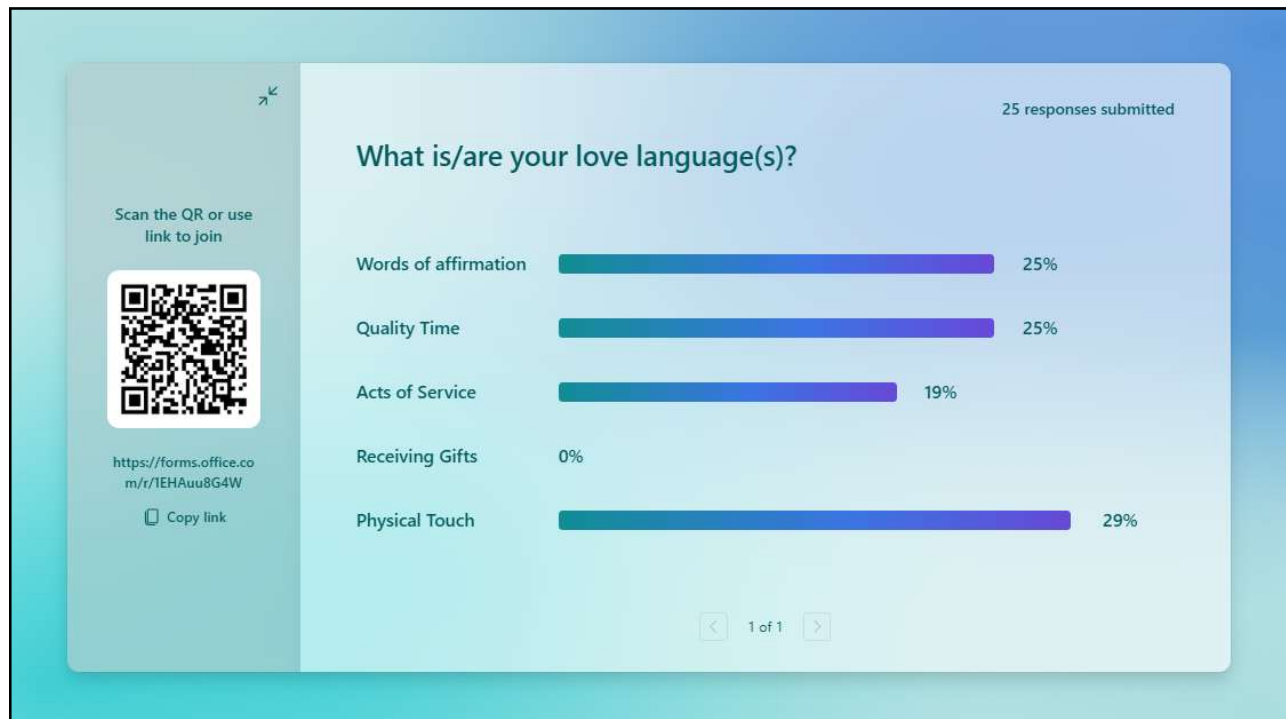
18

<h1>LOVE LANGUAGES</h1>			
Love Language	How to Communicate	Actions to Take	What to Avoid
Words of Affirmation	Use kind, encouraging, and positive words; express gratitude and appreciation.	Write notes or send unexpected texts; verbally acknowledge achievements and qualities.	Avoid criticism, unkind comments, or failing to recognize efforts.
Quality Time	Give undivided attention; actively listen; engage in meaningful conversations.	Plan activities together; spend time without distractions; create special moments.	Avoid being distracted, interrupting, or neglecting one-on-one time.
Acts of Service	Perform helpful tasks or share responsibilities without being asked.	Do chores, prepare meals, or complete tasks that lighten the other person's workload.	Avoid breaking promises, being unreliable, or creating more work for the other person.
Receiving Gifts	Give thoughtful and meaningful presents; show you've considered their preferences.	Create or purchase personalized gifts; express gratitude when giving or receiving.	Avoid generic or thoughtless gifts, forgetting special occasions, or being insincere.
Physical Touch	Use non-verbal cues to show love, such as hugs, kisses, or holding hands; maintain physical closeness.	Make physical affection a priority; initiate touch to show care.	Avoid neglecting physical intimacy, being distant, or showing discomfort with affectionate touch.

Create QR codes at
littleappz.co/qrcodes

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19



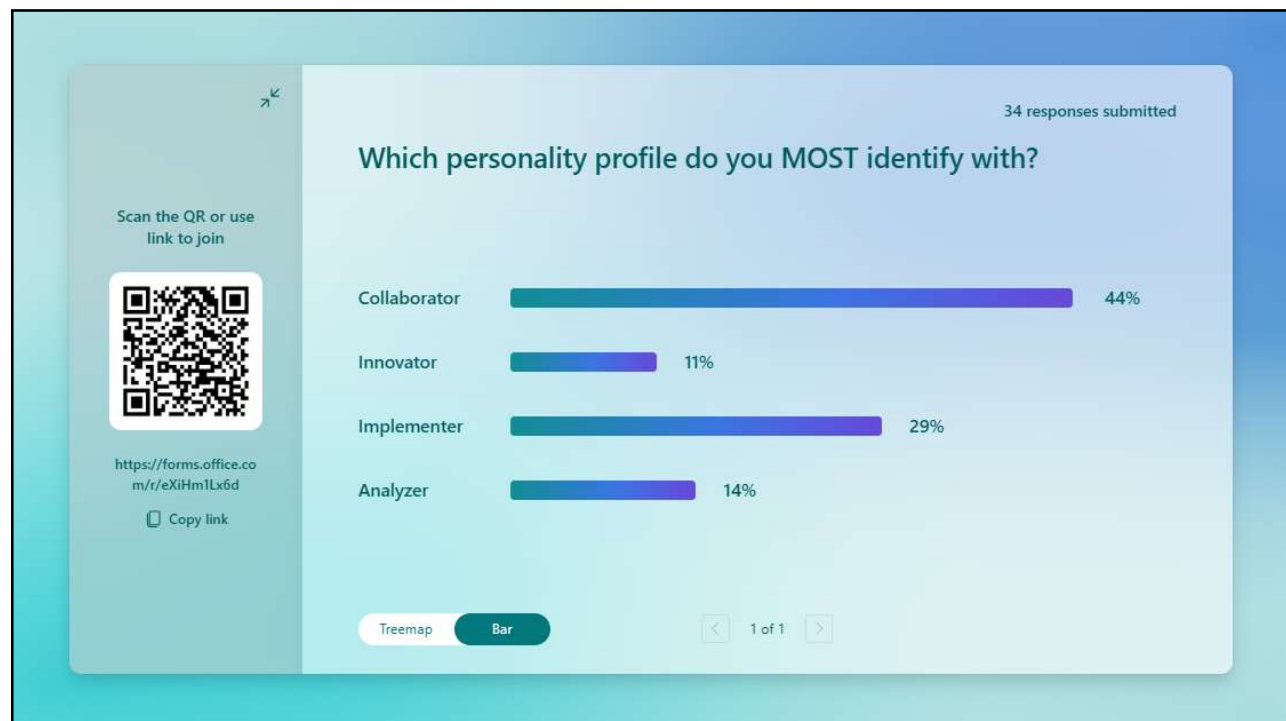
20

+ Quick Self-Check: How Do You Naturally Operate?

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- Check the statements that sound most like you:
 - I focus on people, teamwork, and keeping things running smoothly (Collaborator)
 - I like clear plans, getting to work, and finishing the job (Implementer)
 - I think big-picture, spot opportunities, and like trying new ideas (Innovator)
 - I look at data, risks, and details before making decisions (Analyzer)
- Most people lean strongest toward one—but can flex when needed

21



22

+ •

Collaborator: Team-Focused & Relationship-Driven

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- How they think: Who's affected? How do we work better together?
 - Strengths: Builds trust, improves communication, steady morale
 - Can struggle with: Avoiding conflict or tough calls
 - Works best with: Implementers (who execute) and Analyzers (who clarify details)
 - Needs from others: Directness, follow-through, and clear expectations

23

+ •

Implementer: Action-Oriented & Results-Driven

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- How they think: What's the plan? What's the next step? Let's move.
 - Strengths: Productivity, accountability, meeting deadlines
 - Can struggle with: Patience, overworking, or overlooking people dynamics
 - Works best with: Collaborators (who keep teams aligned) and Innovators (who spark ideas)
 - Needs from others: Clear goals, minimal delays, practical solutions

24

+ •

○ Innovator: Big- Picture & Future- Focused

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- How they think: What if we tried this? How can this be better?
 - Strengths: Creativity, vision, problem-solving
 - Can struggle with: Follow-through or sticking to existing processes
 - Works best with: Implementers (who execute ideas) and Analyzers (who refine them)
 - Needs from others: Space to think, openness, and support turning ideas into action

25

+ •

○ Analyzer: Detail- Oriented & Risk- Aware

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- How they think: What's the data? What could go wrong?
 - Strengths: Accuracy, safety, consistency, smart decisions
 - Can struggle with: Overanalyzing or slowing momentum
 - Works best with: Innovators (who see possibilities) and Implementers (who act)
 - Needs from others: Time to review, solid information, respect for process

26



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