

# TalentClick

## CUSTOMER CASE STUDY



### Company

Kiewit Energy Canada

### Industry

Construction &  
Engineering  
sub-contractor

### Use Case

Industry leader  
performs full safety  
suite integration  
across all levels of  
the company.



## How an Industry Leader in Construction & Engineering Reduced its Incident Rate by 59%

At Kiewit, one of the largest construction and engineering companies in North America, safety is a core value. As a result it has enjoyed major contracts from some of the largest lead contractors in the world. However, any industry leader knows that you can always improve, and the company wanted to **increase employee morale, productivity and retention** through establishing a stronger workplace safety culture. A strengthened safety culture also ensured that it could continue to secure major contracts. The company turned to TalentClick Workforce Solutions for a full **Safety Suite Integration**.

### What Kiewit Has Achieved Since 2011:



7000 Employees  
Assessed



90% **Decrease** in  
First Aid Incidents



94% **Decrease** in  
Property Damage



66% **Decrease** in  
Recordables



39% **Decrease** in  
Lost Hours



59% **Reduction**  
in Incidents

Contact Us at 1.877.723.3778 or [connect@talentclick.com](mailto:connect@talentclick.com)

**TalentClick**  
Understand People. Reduce Risk.

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### KEY FINDINGS

**Resistant:** High scoring Foremen or Field Superintendents had an increased risk of a crew member First Aid Incident.

**Irritable:** High scoring Foremen or Field Superintendents had an increased risk of a crew member recordable injury.

**Impulsive:** High scoring employees had an increased risk of a personal injury.

### How They Did It

#### *Pre-Hire*

All candidates applying for a position at Kiewit participated in the **Safety Quotient™ (SQ™)** assessment to identify their default personality traits and **provide hiring managers insight into the type of worker they may be.**

#### *Onboarding*

All new employees were given a copy of their *Participant Report* allowing them to **develop an understanding of their default personality and how it affects their workplace behavior.** The report allowed managers to provide personalized orientation with coaching and management tips customized to the new hire's areas for improvement.

#### *Continuous Training*

Using TalentClick's **Safety Self-Awareness Training**, Kiewit hosted multiple workshops to train Workers, Foremen and Safety Mentors in **practical methods for reducing preventable incidents.** The workshop also helped leaders understand how to manage personalities that contribute to preventable incidents.

#### *Post-Incidents*

When a workplace incident occurred, the worker would take or retake the SQ™ and complete their **SafeSELF Action Plan** workbook. They were then provided with **personalized coaching** from management based on the results.

#### *Safety Culture Assessment*

Kiewit leveraged TalentClick's employee feedback surveys to **develop an understanding of the Front-Line Workers, Supervisors, Foremen and Management's perception of safety.** It allowed for an objective analysis of safety practices, procedures, incident data and feedback, all of which were then compared to industry averages to tailor their future safety efforts.

#### *Data Tracking*

Regular updating and analysis of Kiewit's master results spreadsheet allowed them to identify correlations between incident data and internal SQ™ data. This allowed the company to have **a full 360 degree view of its Safety Risk Profile and develop more relevant training regimes.** The data was leveraged to improve corporate safety programs at all levels of the company.

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