Engage for Excellence (E4X)™

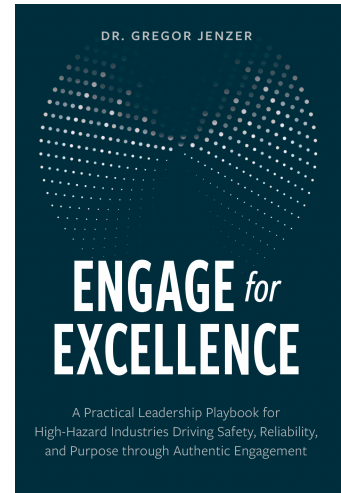A Practical Leadership Playbook for High-Hazard Industries

Driving Safety, Reliability, and Purpose through Authentic Engagement

What if the key to safer, more reliable operations isn't another rule—but the way leaders show up?

E4X Dark-Corners Visits

Guidance for leaders: show up where risk hides, listen well, fix one thing fast.

Try now → **Pilot Kit** · **Sample Chapter** · **Contact**

Purpose

Dark-Corners Visits get leaders into overlooked places (off-shift, remote, "nobody goes there") to surface weak signals early, build trust, and trigger fast, visible fixes. Keep it human, short, and practical—then capture items in the **4W Log** and review in your **Weekly TOR**.

The three core prompts (ask exactly, then listen)

1. **"What's the ugliest task here?"**
2. **"What nearly went wrong last week?"**
3. **"With €500 and 1 day, what would you fix?"**

10-minute cadence (field-ready)

1. **Open:** "I'm here to learn and help, not to blame."
2. **Ask the 3 prompts.** Probe gently; stand where work happens.
3. **Capture 1–2 items** that matter to the crew.
4. **Commit one quick win** (owner + date, target **<7 days**).
5. **Log the item in 4W** (Prevent/Mitigate barriers) and **bring it to TOR**.
6. **Close the loop** on your next visit; post a simple "before/after."

What "good" looks like in 4 weeks

- **≥ 1 visit/week** by a named leader.
- **More near-misses captured**, **closure time ↓**, one visible fix/week.
- **Purpose line** and **recognitions** continue on shift.

Guardrails

- E4X **complements** your procedures; it never replaces them.
- If a serious hazard surfaces: **stop, make safe, escalate**—no exceptions.
- No-blame learning; **firm on standards, generous on support**.

Micro-scripts

- **Opening:** "I'm here to understand your reality and remove friction. What's the ugliest task here?"
- **When you hear a weak signal:** "Thanks—let's capture this in our 4W and give it an owner and date."
- **Close-out:** "We'll fix one thing within a week and show the before/after."

JENZER
ADVISORY

Dark-Corners Checklist (tick as you go)

Before you go

☐ Pick a time **off-shift/low-visibility** (where leaders rarely show).

☐ Skim last week's **4W entries**; note any repeats.

☐ Bring PPE, a small notepad, and one spare **4W sheet**.

☐ Decide up front: **we will close one quick win in <7 days**.

During the visit (≈10 min)

☐ State your intent (learn/help, not blame).

☐ Ask the **3 prompts**; let the crew lead the walk-around.

☐ Capture **1–2 items** only (quality over quantity).

☐ Confirm **owner + date** for the quickest meaningful fix.

Right after

☐ Enter items in the **4W bow-tie** (Preventive + Reactive barriers).

☐ Add the item to next **Weekly TOR** agenda.

☐ Post a **simple "before/after"** when done.

☐ Say **thank you** to the people who raised the signal (one specific recognition).

End-of-week mini-tally

Logged __ Closed __ %<7 days __% Repeat causes spotted __ One story to celebrate __.

Lined Notes (Dark-Corners)

Area/Crew: _____ **Date/Time:** _____ **Leader:** _____

What's the ugliest task here?

_____

_____

_____

What nearly went wrong last week?

_____

_____

_____

With €500 and 1 day, what would you fix?

_____

_____

_____

4W capture (bow-tie sketch):

- **What could happen (top event):** _____
- **Why could it happen (root cause):** _____
- **Prevent it (barrier) — Action | Owner | Due:** _____
- **If it happens (mitigation) — Action | Owner | Due:** _____

TOR follow-up (next meeting): _____