

Promoting Psychological Safety in the Workplace



Objectives

- Explain how to build psychological safety
- Review how a safe space improves employee wellbeing
- Summarize best practices for a positive work culture

What is Psychological Safety?

- *An environment where employees feel safe and comfortable expressing their thoughts, ideas, and concerns without fear of negative consequences. Amy Edmondson*

Four Stages of Psychological Safety

Stage 1- Inclusion Safety

People feel safe to be themselves including all their unique attributes.

Stage 2- Learner Safety

People feel safe to ask questions, experiment and learn new things.

Stage 3-Collaborator Safety

People feel safe to contribute ideas, engage in dialogue and work as a team.

Stage 4-Challenger Safety

People feel safe to speak up, expose issues and question the status quo.

Benefits of Psychological Safety in the Workplace

- Catalyst to highly engaged teams
- Increases enhanced productivity and creativity
- Employees are more likely to stay with their company
- Companies with high PS are more profitable
- Increases innovation and problem solving
- Fosters the wellbeing of ALL employees

Psychological Safety

Negative Consequences of Little to None

- Low level of productivity
- Employee feels undervalued
- Decreased job satisfaction
- High turnover rate
- Personal life and overall wellbeing compromised
- Higher company costs
- Little to no innovation
- Increased toxic work culture

Ways to Increase Psychological Safety

- Model vulnerability
- Welcome all voices
- Start with curiosity
- Celebrate setbacks and mistakes
- Model a learner mindset and encourage learning
- Revisit and understand your leadership style
- See your team members as individuals, not transactions
- Don't guard your own ideas
- Admit when you are in uncharted territory
- Give your team permission to disagree and challenge the status quo

Additional Ways to Increase Psychological Safety

- Ask your team what they need to feel supported (individual)
- Make appreciation the cornerstone of teamwork
- Acknowledge all ideas and the follow-through of team's actions
- Celebrate diversity and authenticity
- Understand PS is a process and takes time to develop
- Educate yourself on PS
- Incorporate PS in Your Company Mission Statement

Psychological Safety Team Building Activities

- ***Inclusion Safety***- Teams build trust through fun activities that identify and examine working styles, strengths and needs.
- ***Learner Safety***- Teams work together on a project that helps them identify their individual learning preferences and find ways to develop learning capabilities.
- ***Collaborator Safety***- Teams engage in activities that strengthen listening skills, communication and brainstorming sessions.
- ***Challenger Safety***- Teams learn techniques and skills that invite speaking up and exposing issues while practicing them together.

Questions & Take Aways



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