Psychological Safety at Work

Overview

According to researcher Dr Amy Edmondson, psychological safety exists in workplaces where there is a high level of trust and respect. In her own words, she tells us that "Psychological safety is a belief that one will not be punished or humiliated for speaking up with ideas, questions, concerns or mistakes." Numerous studies have highlighted the importance of psychological safety as a defining feature of high performing teams. A team, or an individual's ability to speak up, innovate, challenge the status quo, or highlight a problem depends on the level of trust and respect that exists within your team. Promoting trust and respect within your team is closely aligned with increasing the team's ability to feel psychologically safe. There is no doubt that today's teams/employees need to be agile and learning orientated so that they are equipped to cope with the demands of emerging technologies, increased data flow, automation and even robotics.

For team members and the wider workplace psychological safety has the potential to:

- Increase job satisfaction
- Boost employee confidence
- Increase retention
- Decrease voluntary attrition
- Create the feeling of 'being taken care of'
- Reduce stress levels
- Increase productivity

The Workshop:

This workshop will encourage participants to explore the topic of psychological safety at work. Using solid foundational research your expert instructor will walk you through the facets of psychological safety and together you will explore the potential to improve psychological safety within your team or in your workplace as a whole. Using presentations, videos, case studies, and interactive discussion you will leave this workshop feeling excited and invigorated about reconnecting with your team/workforce in a purposeful & meaningful way. You will have the tools you need to promote psychological safety within your team or company and you will feel equipped to tackle the demands (and disruptions) of the 4th Industrial Revolution.

By the end of this one-day **workshop participants will:**

- Understand the term 'Psychological Safety' and its potential to positively impact team performance.
- Examine the meaning of a range of key features of psychological safety including trust, respect, empathy, dependability, vulnerability, candor, and fearlessness.
- Discuss the importance of candor and transparency in workplace conversations.
- Avoid common pitfalls that cause employees or team members to feel 'Psychologically Unsafe'.
- Use a range of communication tools to assist with improving psychological safety at work.
- Promote a work culture where employees have the autonomy to speak up, innovate, and share ideas without fear of judgment or disapproval.
- Communicate the benefits of psychological safety among colleagues.
- Recognise and reward contributions from others.
- Create space and opportunities to share ideas and express opinions – especially during times of crisis.
- Increase or improve communication channels with employees – remembering that consistent and timely communication builds and maintains trusting relationships.
- Combat the effects of 'disruption' and increase employee 'buy-in' by listening intently to what they have to say and openly demonstrate that you are listening.
- Explore how small shifts will promote psychological safety in your workplace and will enhance company culture, employee's sense of purpose, two-way communication, team morale and, belonging.