

PSYCHOLOGICAL SAFETY



Uncover more original ideas and different points of view

PSYCHOLOGICAL SAFETY

Psychological safety is the quality of a team environment where people can speak up and share ideas without fear

3 TIPS TO INCREASE PSYCHOLOGICAL SAFETY

- | | | |
|----|-------------------------|---|
| 01 | Make space | What has your attention as we start this meeting? What questions do you have to clarify your understanding? |
| 02 | Create a learning frame | What are we uncertain about? What do we hope to learn from this work? |
| 03 | Respond productively | Thank you for sharing. What might we do differently? |

Adapted from the work of Amy C. Edmondson

USE THIS TO

Facilitate meetings where each person feels safe to speak without judgement

Help team members feel valued for their contributions

Encourage team members to share new ideas that may be risky

ROUNDS



Make every voice feel
heard & included

ROUNDS

Letting each person speak one at a time,
in turn, without interruption

TYPES

Check in

To begin: What has your attention as we start this meeting?

Agenda

Share topics to discuss during the meeting

Creativity

Silently write down ideas, then share one person at a time

Questions

What questions do you have to clarify your understanding?

Reaction

Share your feedback: What works? What would you change ?

Closing

To end: What are you taking away from this meeting?

USE THIS TO

Include different personalities and ways of communicating

Make conversations more balanced and less dominated by the loudest voice in the room

Avoid defaulting to the most senior person's opinion

USER MANUALS



Make the implicit explicit offering teams a window into how best to work with each other

USER MANUALS

A set of questions to help uncover things about you that might otherwise take months, or even years, to uncover.

ASK YOURSELF:

My style

What I value

What I don't have patience for

How to best communicate with me

How to help me

What people misunderstand about me

USE THIS TO

Onboarding new team members

During organizational changes that require new working norms (e.g. Hybrid)

Help individuals reflect on themselves and teams get to know one another

LEARNING QUESTIONS



Make a habit of
continuous improvement

LEARNING QUESTIONS

A set of three simple questions that make it easy to identify and share what you've learned

What's working?
?

Identify what's been successful instead of just empty appreciation

Where are we getting stuck?

Focus on what's getting in the way instead of blaming and shaming

What might we do differently?

Think creatively and encourage experimentation instead trying to be perfect

> MAKE IT A HABIT:

After important meetings

In 1:1 conversations

To gather feedback

USE THIS TO

Make it easy to reflect and learn

Focus on constructive feedback

Strengthen a learning culture

COMMUNICATION QUESTIONS



Share information - even bad news -
frequently and predictably

COMMUNICATION QUESTIONS

Three simple questions that make it easy to share regular, transparent updates

QUESTIONS

| | |
|--|---|
| What do we know? | Openly share the information you have, no matter how negative |
| What don't we know? | Be honest about where there's uncertainty |
| What are we doing to keep everyone safe and serve our mission? | Communicate your plan and actions |

BEHAVIORS:

- Share regularly, openly, and often
- Avoid excessive easing-in when sharing bad news
- Model how you'd like others to speak up

USE THIS TO

Normalize transparent communication

Build skills around sharing difficult news

Strengthen team trust and healthy communication habits