

Psychological Safety & Trust

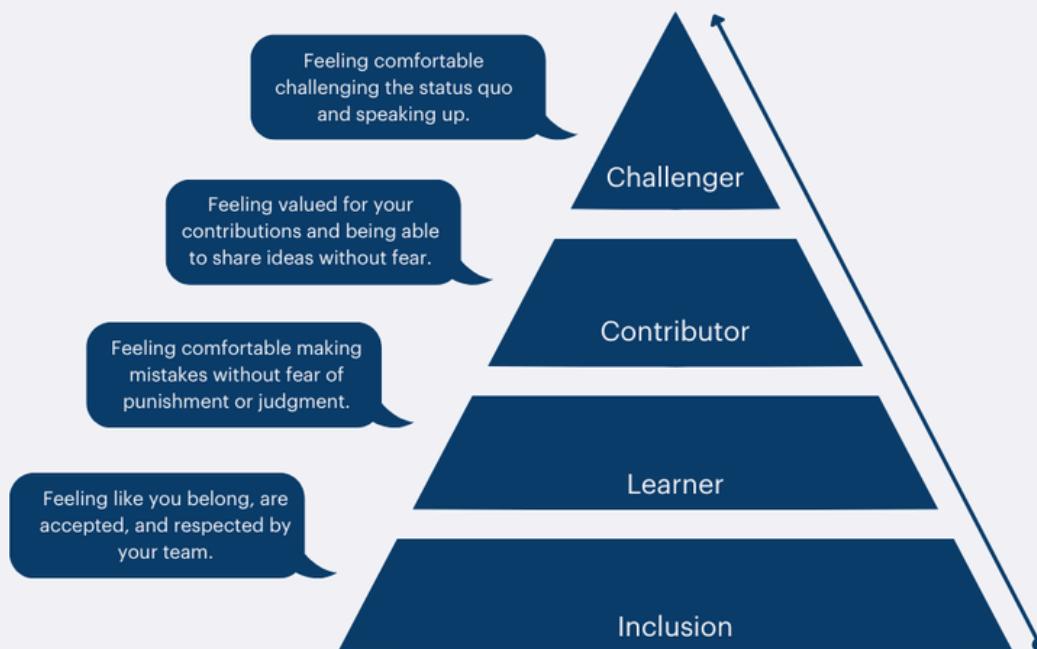
Magic or Mumbo Jumbo?

Psychological Safety

The feeling and belief that you can share your thoughts, opinions and ideas freely without fear of being degraded or shamed.

Jimenez, PsyD, Jacinta. (2022, October 17) Why Psychological safety at work matters and how to create it. BetterUp. <https://www.betterup.com/blog/why-psychological-safety-at-work-matters>

THE 4 STAGES OF PSYCHOLOGICAL SAFETY



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Tonya Sowles

Sowles Consulting, LLC

(541) 941-7907

Email: tonya@sowlesconsulting.com

Connect with me on LinkedIn at www.linkedin.com/in/tonyasowles

Summary

Creating Psychological Safety at Work

- Be a person and remember others are people too.
- Learn “calm”.
- Plan ahead and talk in terms of other people’s interests.
- Conflict is not a dirty word!
- Take responsibility and ask questions.
- Seek Feedback.
- Measure safety in the workplace.
- Have a routine.
- Be flexible.
- Limit distractions.

Destroyers of Psychological Safety

- Ruling by Fear, Bullying or Intimidation.
- Forgetting Your Body Language and Responses.
- Breaking a Promise.
- Having the “Wrong” Person in the Room.
- Self-aggrandizing.
- Taking Credit for Success.
- Micro-managing and Over-checking.

Next Steps

- **Promote Respect**
 - Set clear expectations for respectful communication.
 - Model respect with your interactions with team members.
- **Communication**
 - Be transparent
 - Active listening
 - Avoid assumptions
 - Ask clarifying questions
 - Be open to other perspectives
- **Lead with Compassion**
 - Provide resources and support to address personal or professional challenges.
 - Check-in on how individuals are doing.
 - Promote work-life balance.
- **Provide Consistent and Timely Recognition**
 - Set reminders for check-ins.
 - Recognize publicly and privately
 - Highlight big and small achievements
- **Swap Blame with Curiosity**
 - What do you think needs to happen here?
 - How do you think we could have done it better?
 - What can we do to improve this process?
- **Encourage Teams to Speak Up**
- **Lead by Example**
 - Be open to feedback.
 - Promote respect.
 - Recognize other's contributions.

