



Developing Psychological Safety @ Work



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Shannon Prescott, CWCA, COSS
Director of Risk Control



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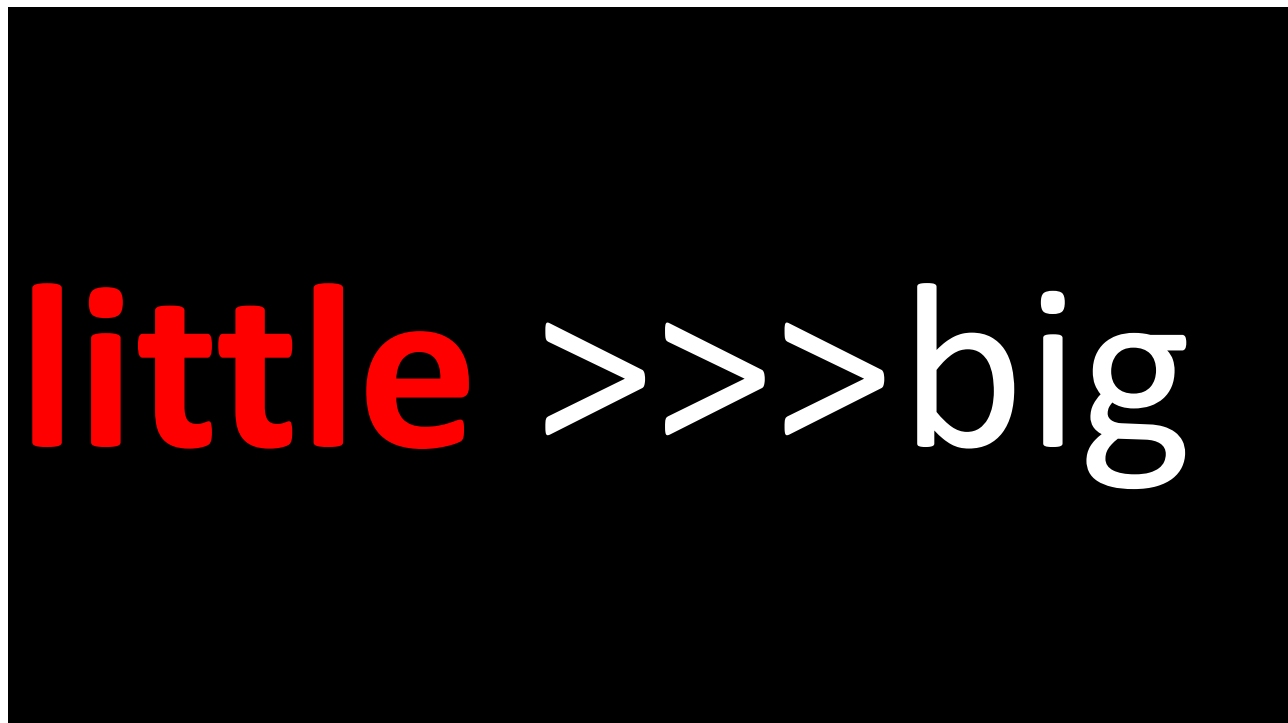
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Amy C. Edmondson, Ph.D.
Harvard Business School

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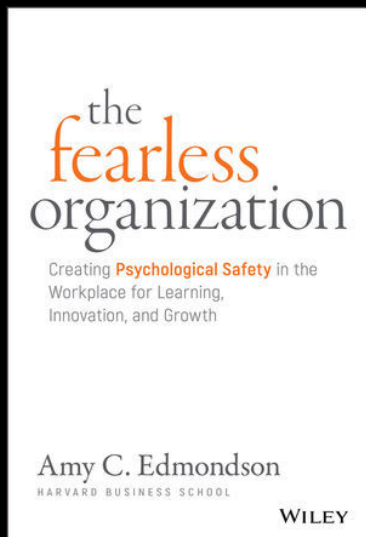
the fearless organization

Creating **Psychological Safety** in the
Workplace for Learning,
Innovation, and Growth

Amy C. Edmondson
HARVARD BUSINESS SCHOOL

WILEY

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Psychological Safety – The belief that the work environment is safe for interpersonal risk-taking.

Psychological Safety exists when people feel their workplace is an environment where they *can speak up, offer ideas, and ask questions* without fear of being punished or embarrassed.

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Psychological Safety – The belief that the work environment is safe for interpersonal risk-taking.

Some of our co-workers and community members may not be able to ever feel psychologically safe in most environments, even with our best efforts.

Creating a more diverse working group can create a more psychologically safe space to speak.



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PSYCHOLOGICAL SAFETY ≠ COMFORT.

Still North

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Psychological safety is not about being comfortable or avoiding conflict. True psychological safety means creating an environment where team members can speak up, disagree, and share hard truths without fear of negative consequences.



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“It is clearly better for people to ask questions or raise concerns and be wrong than it is for them to hold back, but most people don’t consciously recognize that.”

~Amy Edmondson, *The Fearless Organization*

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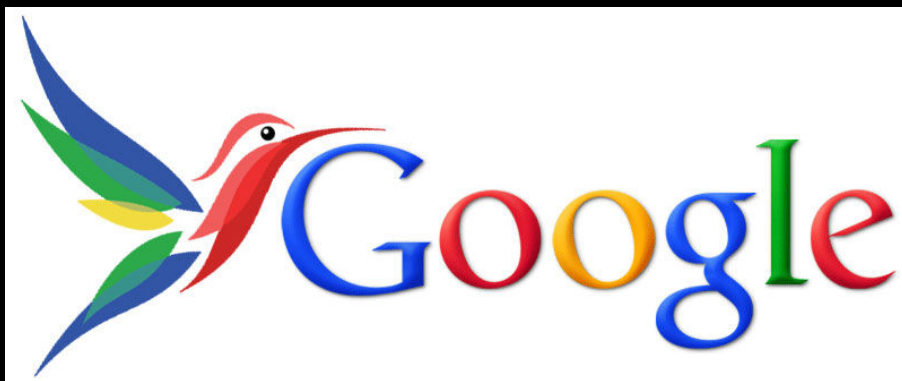
Common misconceptions and corrections:

1. Psychological safety ≠ being nice (it’s about being respectfully honest)
2. Psychological safety ≠ getting your way (it’s about being heard, not necessarily agreed with)
3. Psychological safety ≠ job security (it’s about speaking up without career risk)
4. Psychological safety ≠ lowered performance standards (high standards and psychological safety reinforce each other)
5. Psychological safety ≠ a policy (it’s built through interactions, not mandates)
6. Psychological safety ≠ only top-down (everyone contributes to creating it)

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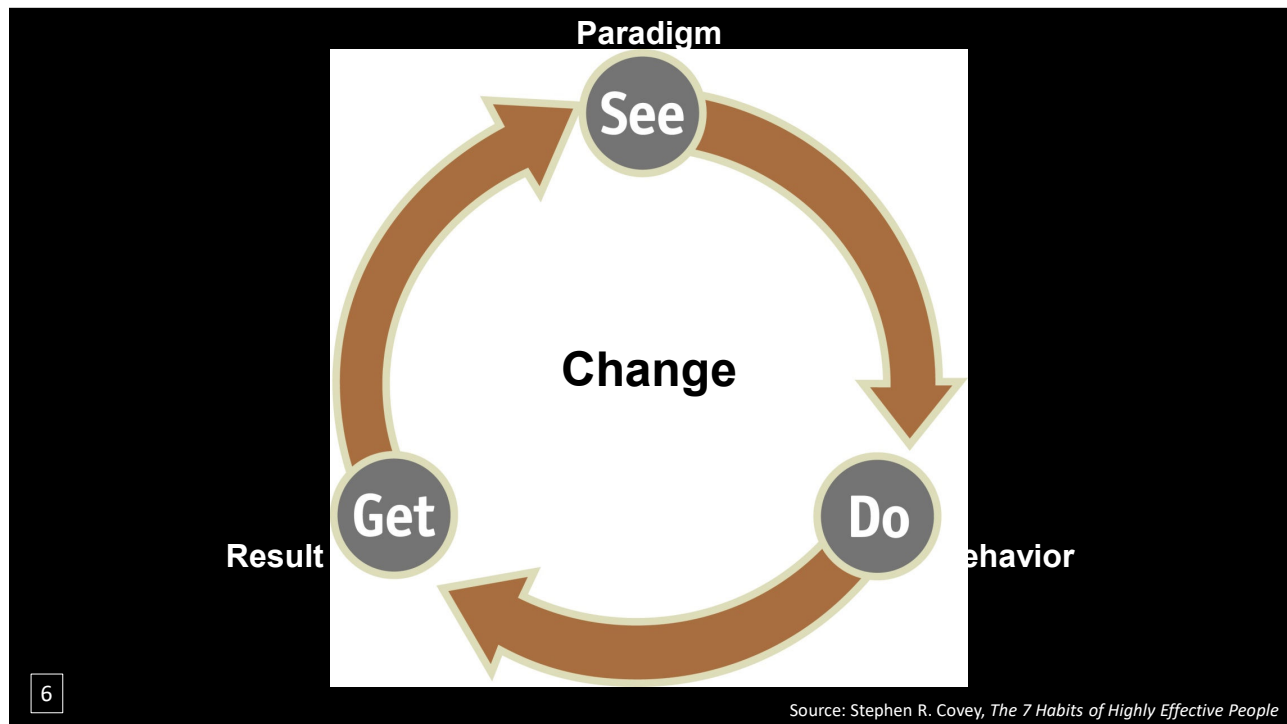


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2 Key Things

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Employee Engagement

Leadership

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A definition.....

“EMPLOYEE ENGAGEMENT

..is a **mutual commitment** between an organization and an employee...the organization helps the employee meet his/her potential and the employee helps the organization meet its goals.”

~Bob Kelleher



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And

LEADERSHIP

“Leadership is **influence**, nothing more,
nothing less.”

~ John Maxwell

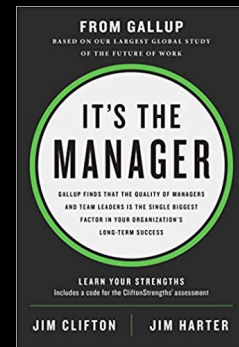


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70%

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Of all the codes that Gallup has been asked to crack...the single most profound, distinct and clarifying finding – ever – is probably this one: **70% of the variance in team engagement is determined solely by the manager**



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Tackle Workplace Stress



Nearly 80% of Americans consider their jobs stressful.

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What types of things do
ineffective leaders do?

What types of things do
effective leaders do?



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Want to build psychological safety on your team? Focus on work goals, improve conversation quality, and emphasize why everyone's input matters.

Remember: psychological safety isn't the end goal—it's the enabler of success in uncertain environments.



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***Why does
this matter
regarding
Psychological
Safety?***

Why This? Why Now?

- **Harvard Business Review**
 - 58% of employees trust a stranger more than their boss.
 - 45% cite *lack of trust in leadership as the biggest issue impacting work performance*
- **How Institute For Society**
 - Employees in high-trust environments 11x more innovative.

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Green Wave Nation

Parent Update #7- Thursday, September 12, 2024

**"People do not experience your intentions;
they experience your behavior."**

--Unknown

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The Effects of Stress

Personal Lives

A study in *Occupational Health Science* found our sleep is compromised when we feel stressed at work.

Research at the University of Illinois found when employees receive rude emails at work, they tend to experience negativity and spillover into their personal lives and particularly with their partners.

In addition, a study at Carleton University found when people experience incivility at work, they tend to feel less capable in their parenting.



Anxiety Zone

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Side Effects of Lack of Sleep

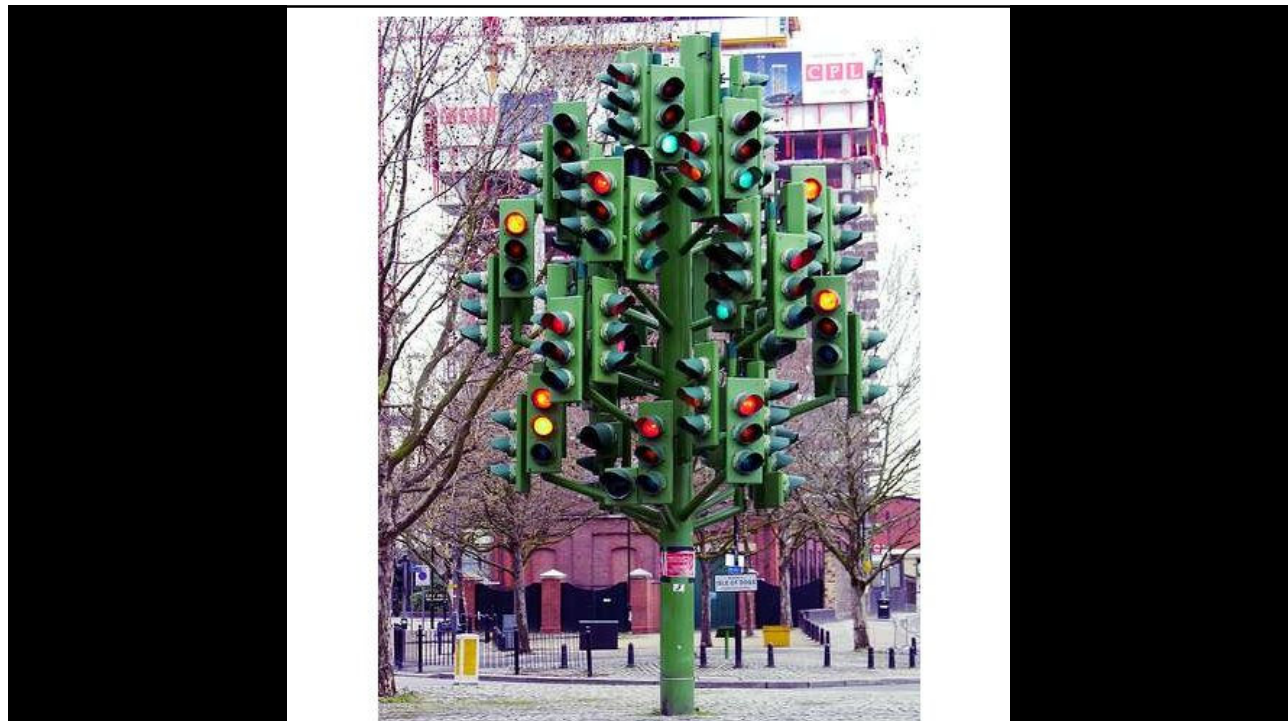
Some of the most common mental health issues linked to lack of sleep are depression and anxiety. Depression is a depressed mood or loss of interest in activities, causing significant impairment in daily life. Nearly 50% of people with depression are also diagnosed with an anxiety disorder. Anxiety refers to persistent or recurring feelings of tension and worried thoughts, and it can sometimes even have physical symptoms, such as increased blood pressure or heart rate.

In addition, sleep disturbances are linked to higher levels of psychological distress. Sleep sharpens cognitive skills such as attention, learning and memory; thus, inadequate sleep can impact a person's ability to respond to minor stressors and events.

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Leads by example

Engages

Actively listens

Develops


Empowers

Recognizes

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 Send	To	serviceteam@abcco.com
	Cc	
	Bcc	
Subject		Need your help!

Hello, Ladies!

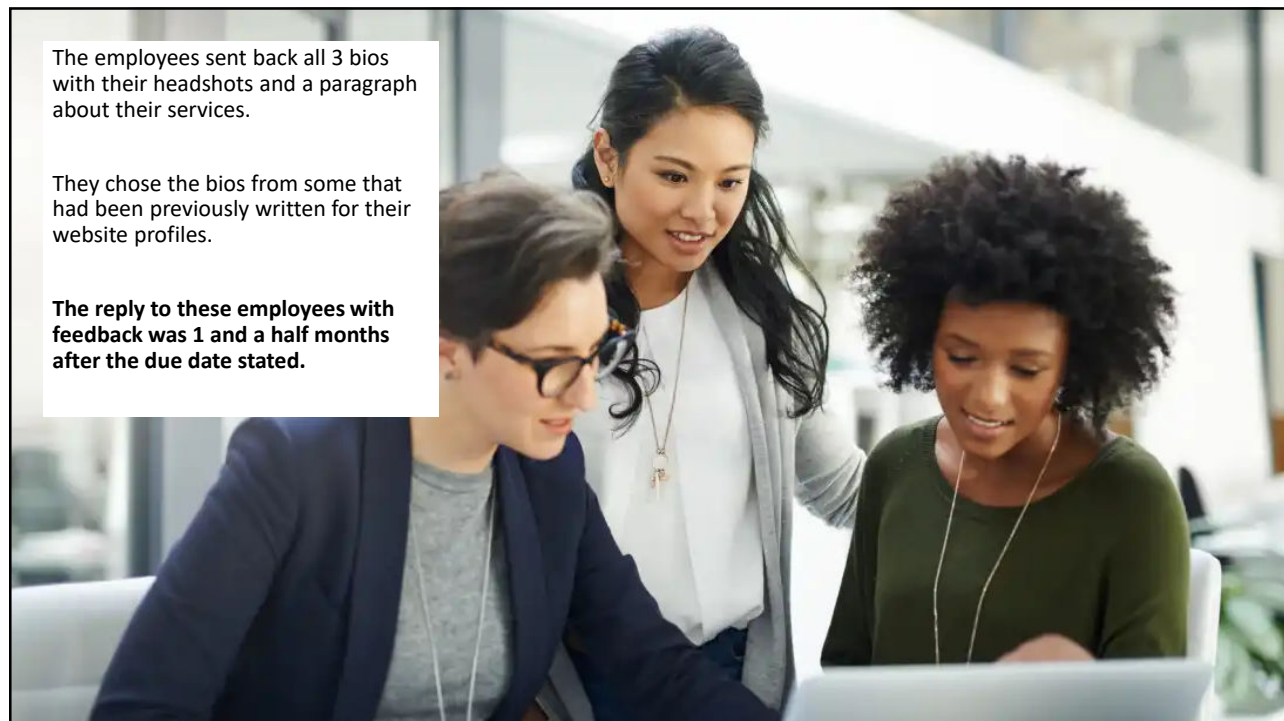
I would like to ask if you can collaborate and come up with a separate page for our new proposal that outlines what services your team provides to a client. This should include bios, photos and then a general “blurb”.

If you need help getting going, let me know, but I feel like you can work together to come up with a great start!

Please send this to me by end of next week.

Thank you!

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Send	To	serviceteam@abcco.com
	Cc	
	Bcc	
Subject		RE: Need your help!

Hi Gang,

Ok start, but it is the goal to have everything on one page. I was hoping that I would not have to edit this at all and that you would provide me with a ready to publish page, that is not what I got.

The bios are too long and the service blurb too short. Let's do less of you and more of service, perhaps you can think of a positive client experience to share, think of what a client needs to know about what you provide and why that is impactful.

Thanks

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**What do you expect of me?
How am I doing against your expectations of me?**

2 Critical Questions To Ask

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little >>>>>>> big

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Mental Health First Aid

Mental Health First Aid is the initial help offered to a person developing a mental health or substance use challenge or experiencing a mental health crisis. The first aid is given until appropriate treatment and support are received or until the crisis resolves.




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What Participants Learn

- **Risk factors and warning signs** of mental health and substance use challenges.
- **Information** on depression, anxiety, trauma, psychosis and substance use.
- **A 5-step Action Plan** to help someone who is developing a mental health challenge or is experiencing a crisis.
- Available evidence-based professional, peer and self-help **resources**.

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Assisting People Through Emotional Crisis

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What is eCPR?

Emotional CPR (eCPR) is an educational program designed to teach people to assist others through an emotional crisis by three simple steps:

C = Connecting
P = emPowering and
R = Revitalizing

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**Each of us can shape the
climate in which we
work in small ways.**

~ Amy Edmondson



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SCAN ME



Shannon Prescott, CWCA, COSS



sprescott@therichardsgrp.com



Thank you!!!

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