7 Essentials for Creating Psychological Safety

For more information, click the images below to access BOB lessons.
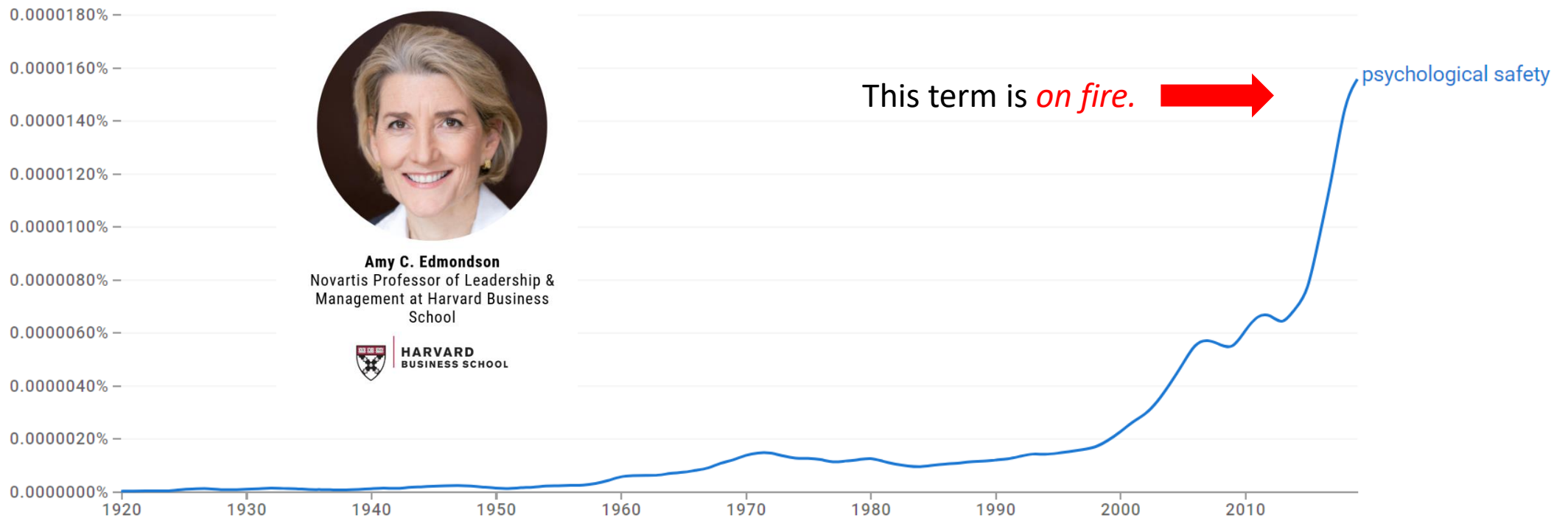

Do You Feel Safe to **Speak Up** at Work?

How Safe is Your Team?

Psychological Safety in Meetings
Honest Conversations

The Importance of Trust

BlueOceanBrain®
An HSI Company

A WSIA Learning Event

7 Essentials for Creating Psychological Safety

Presenter: Claire Herring, CLO - Blue Ocean Brain

BlueOceanBrain®
An HSI Company

The Essence of Psychological Safety

A shared belief that it is okay to:

- Take risks
- Express ideas and concerns
- Ask questions
- Admit mistakes

without fear of negative consequences.

What psychological safety is not...

- A shield from accountability
- Niceness or coddling
- Consensus decision making
- Rhetorical reassurance

The goal is NOT to protect their people from discomfort.

Benefits of high work psychological safety

$600 billion a year is lost on employee turnover. In contrast, companies that engineer high psychological safety experience many benefits.

"It" Matters

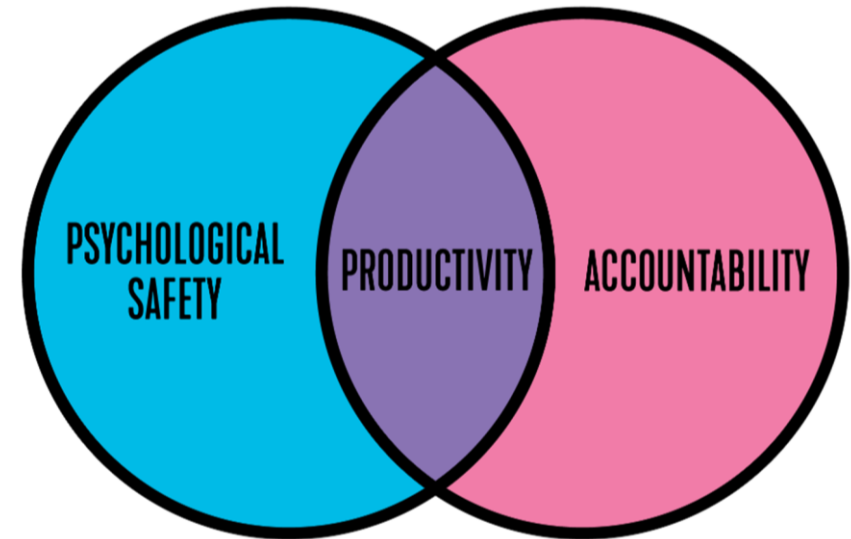|	
27%	**76%**
reduction in turnover	more engagement
50%	**74%**
more productivity	less stress
29%	**57%**
more life satisfaction	workers more likely to collaborate
26%	**67%**
greater skills preparedness since workers learn at a faster rate when they feel psychologically safe	higher probability that workers will apply a newly learned skill on the job

Sources: Gartner Research, The Missing Element in Nearly Every Learning Strategy; Gallup, State of the American Workforce Report;

Zak, Paul J., "The Neuroscience of Trust," Harvard Business Review, January 2017

Psychological Safety Helps Us Tap Into Giving 101%

Discretionary Effort

Want to Do Curve

Have to Do Curve

Minimum Requirements

Performance

Time

PSYCHOLOGICAL SAFETY — PRODUCTIVITY — ACCOUNTABILITY

Cognitive diversity, having different ways of thinking, can lead to cognitive friction. This allows you to explore solutions to problems through different perspectives. It is often uncomfortable, but that discomfort leads to growth.

Growth

Cognitive Diversity

Cognitive Friction

Growth cannot happen without "it".

Psychological Safety

Some Stress Can Be Good
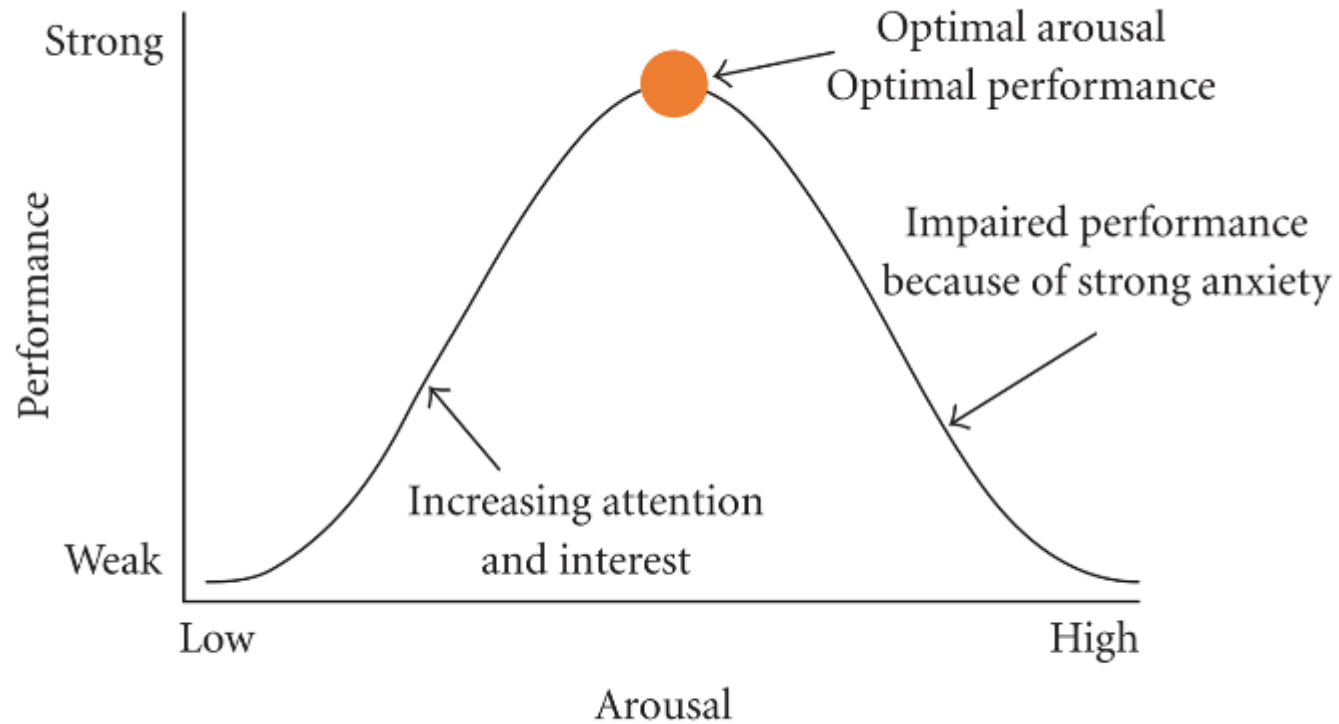
Elevated stress/arousal can improve performance to a point.

The Psych Safety Quick Check

❑ What is the degree to which it is permissible to make mistakes?

❑ To what degree can difficult and sensitive topics be discussed openly?

❑ How much are people willing to help each other?

❑ To what degree can you be yourself and are welcomed for this?

Quick Poll

- ❏ My co-worker's welcome opinions different from their own.
- ❏ I feel safe to take a risk on this team.
- ❏ My direct manager values my ideas.

Our people would respond to these statement with:

4 – Strongly agree

3 – Agree

2 – Disagree

1 – Strongly disagree

1. Learn to Put Your Ego Aside

Skill Building: Devil's Advocate

At Berkshire Hathaway Buffett encourages investors to ask him difficult questions in order "to spice things up", as he later wrote. The exercise helped in raising some interesting issues about a respected company few are game to question. - Forbes
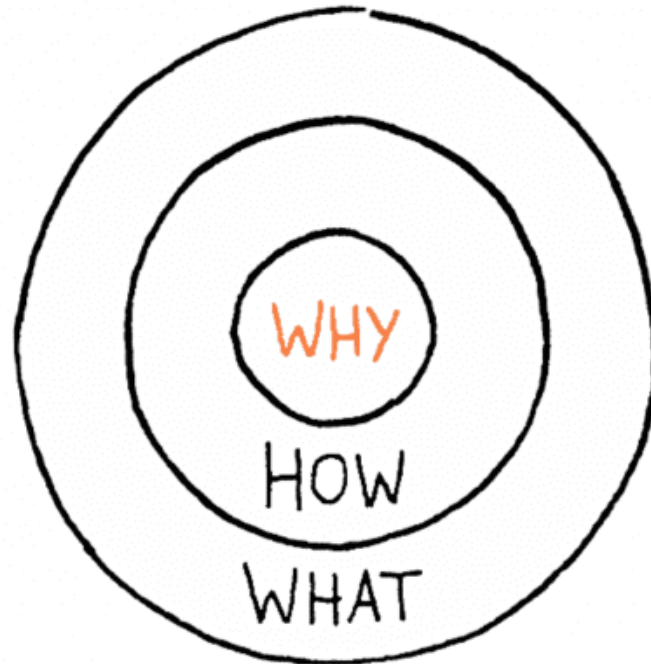
2. Start with "The Why"

"The Why" is crucial to instilling a significantly heightened sense of purpose in our lives and daily actions.

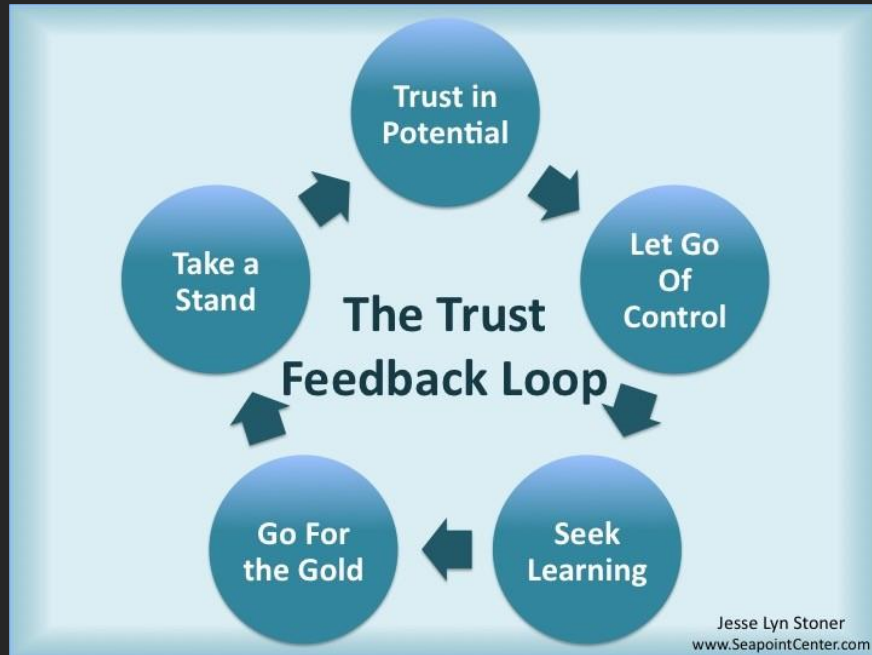# 3. Ask Better Questions

Avoiding the Corporate Nod

Check Your Question Style

Pose BIGGER Questions

BlueOceanBrain
An HSI Company

4. **Create Safer Feedback Loops**

When you trust in your own potential, you can trust in the potential of others.
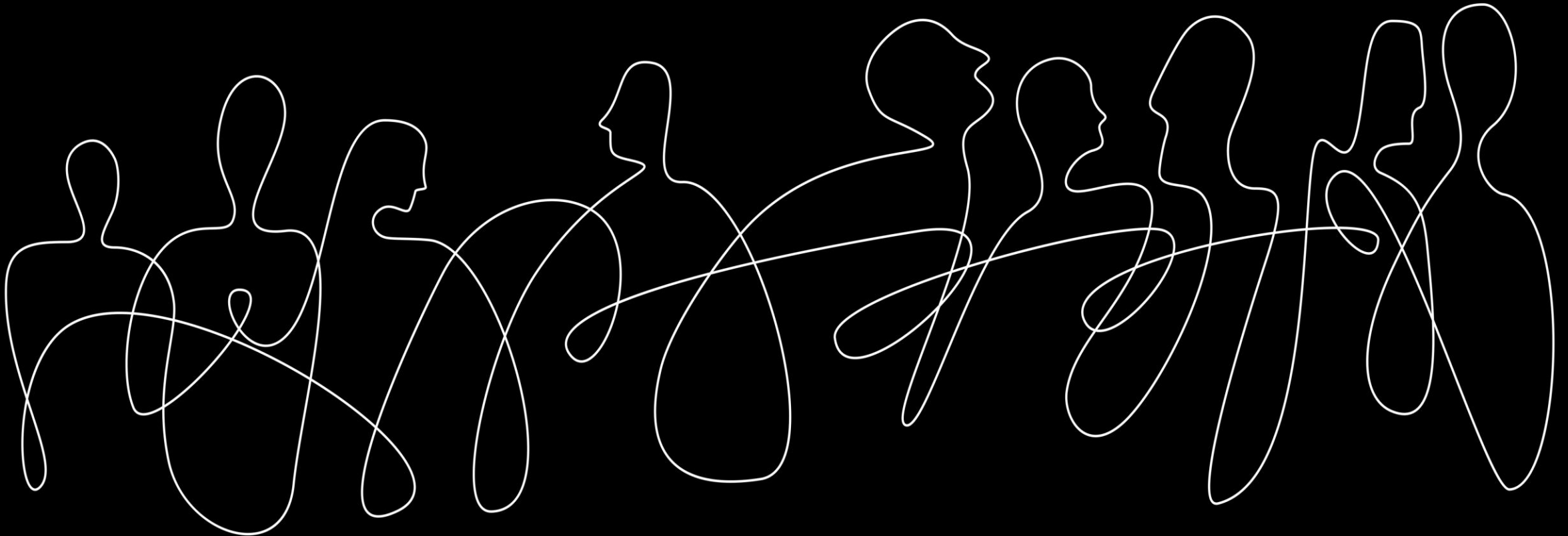
5. Model Vulnerability

- Admit your own mistakes

- Signal when you don't know the answer

- Ask for help

- Take responsibility

6. Re-establish Group Norms on Your Teams

Stop | Start | Continue

What micro-habits are helping and hurting psychological safety on your teams?

Quick Poll

The most urgent need to help increase psychological safety on my teams is:

- Leaders being more transparent and vulnerable.

- Improve team norms to allow for candid discussions .

- Time for more interpersonal connections.

7. Look Inward

Be conscious of your own inner speech.

What can I do to help myself feel more psychologically safe?