

PSYCHOLOGICAL SAFETY

"THE FREEDOM TO BRING YOUR AUTHENTIC SELF TO WORK"

Steps to Create Psychological Safety

- **SET CLEAR EXPECTATIONS**
  Share what is expected to reduce unpredictability. Encourage teams to view mistakes as learning opportunities to create a climate where employees feel comfortable asking for help and admitting areas for improvement.

- **REPAIR**
  Communicate apologies when safety has been disrupted. Share what you will do differently next time.

- **PAUSE AND THINK BEFORE ACTING**
  Prior to offering critical feedback, pause. Reflect on the impact of your message and how to best communicate it.

- **ENCOURAGE & APPRECIATE EXPRESSION**
  Encourage/acknowledge when team members share their thoughts and feelings.

- **RESPONSIBILITY**
  Take responsibility for your actions while identifying continued growth areas.

EXAMPLES OF INCLUSIVE BEHAVIORS:

- Roll out your welcome mat, invite employees in.
- Show curiosity, and genuine concern.
- Work to integrate inclusive decisions.
- Lean into discomfort with the aim to understand and solve problems.
- Examine critical assumptions. Seek to understand to learn.
- Stand up for team members.
- Demonstrate vulnerability and empathy.
- Ask about team’s needs and tailor actions accordingly.
- Build space for different ideas and encourage greater participation.

EXAMPLES OF EXCLUSIVE BEHAVIORS:

- Excluding members from meetings and conversations.
- Interrupting or cutting others off while speaking.
- Minimizing and downplaying the value of member’s contributions.
- Criticizing someone’s ideas.
- Dominating the conversation during team meetings.
- Failing to acknowledge ideas or opinions expressed.
- Having a condescending attitude towards others.

When members of a team feel comfortable to share ideas, opinions and ask for help without blame, judgement, or rejection - that team experiences a psychological safe work environment.

When teams are Psychologically Safe, members:

- Feel accepted
- Feel respected
- Feel like they belong

CALL YOUR ASSISTANCE PROGRAM

Professionals are available 24/7 to support you and your household members

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EXAMPLES OF EXCLUSIVE BEHAVIORS: