

Developing Psychological Safety @ Work





Shannon Prescott, CWCA, COSS

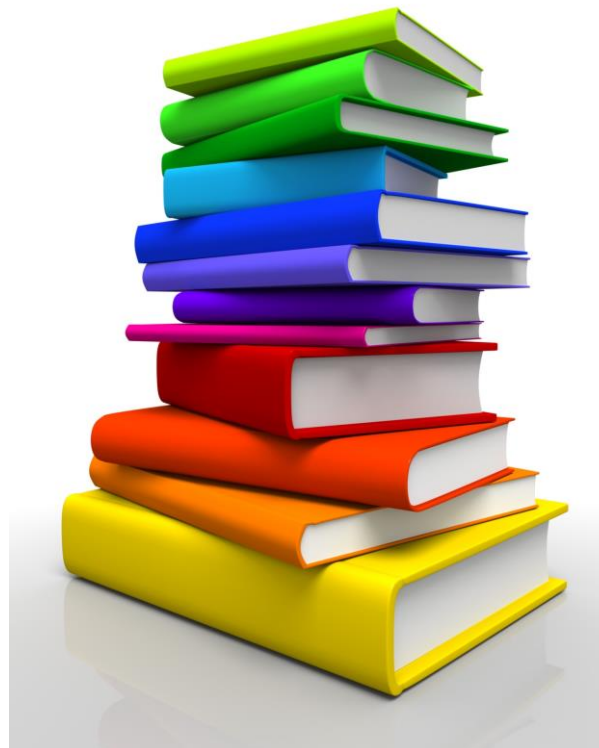




21 – 24



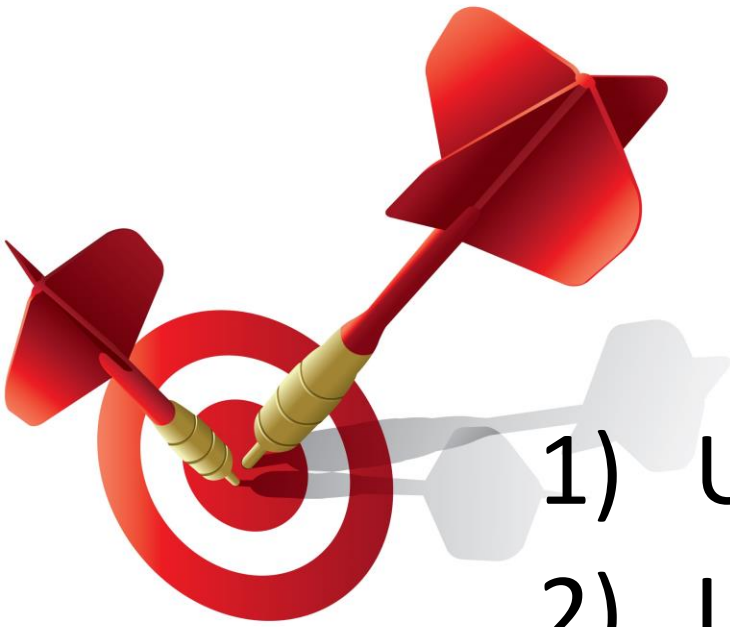
25 – 28



29

The Take Aways:

30



- 1) Understand what is “Psychological Safety”
- 2) Learn why it is critically important
- 3) Normally we cover 6 skills.....



Why?

SAFETY

SAFETY IS A FAMILY VALUE!



HAS WORKED



DAYS

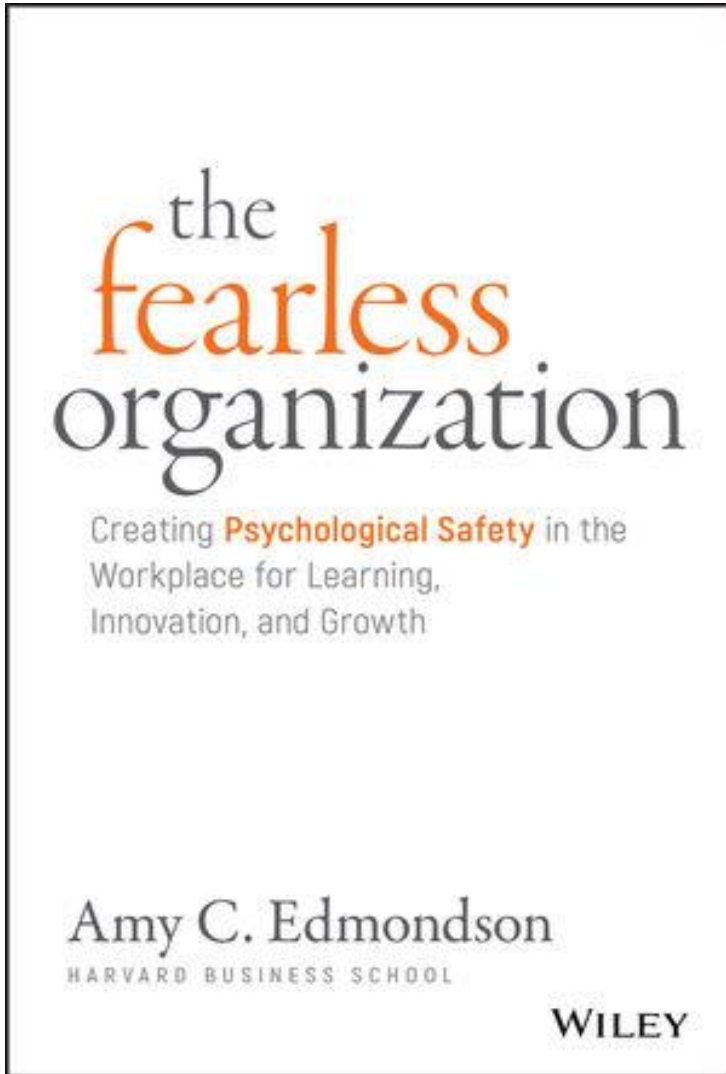
**WITHOUT A
LOST-TIME ACCIDENT**

little >>> big

TOXIC



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



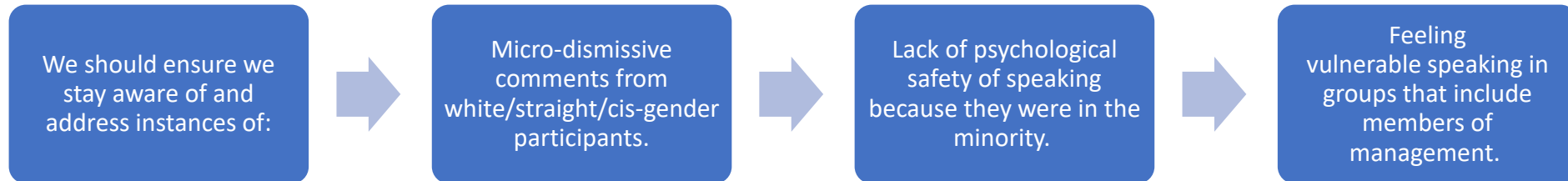
Psychological Safety – The belief that the work environment is safe for interpersonal risk-taking.

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.

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.



Here is Amy



Benedictine
University

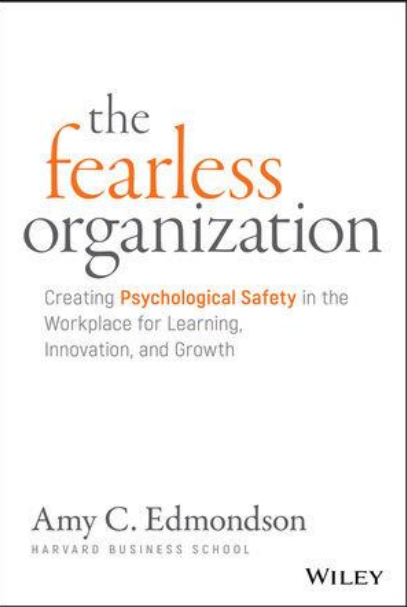
the
fearless
organization

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

Amy C. Edmondson

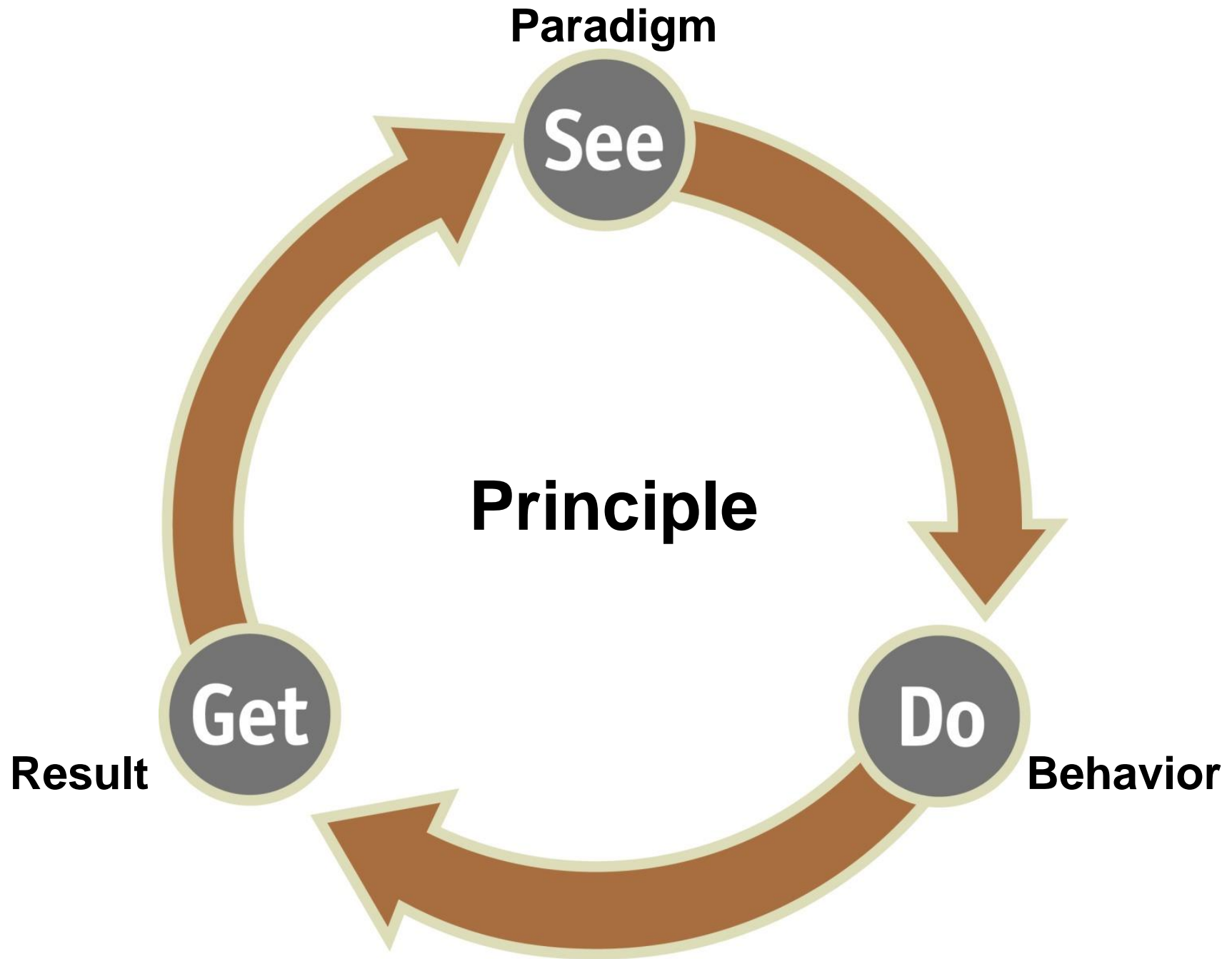
HARVARD BUSINESS SCHOOL

WILEY



“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*



2

Key Things

Employee Engagement

Leadership

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

And

LEADERSHIP

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

~ John Maxwell

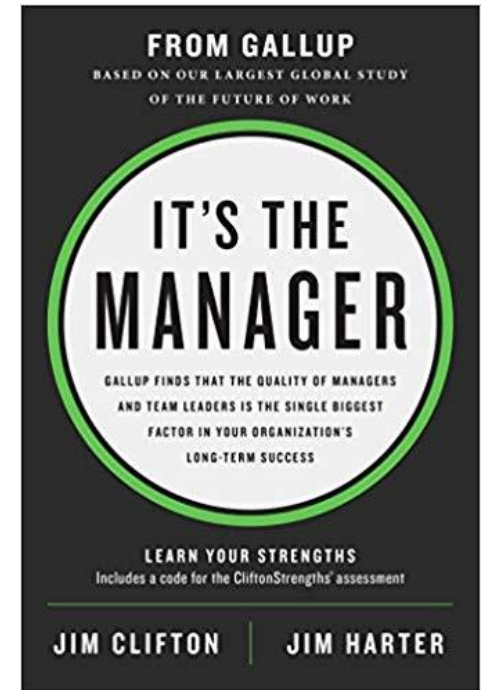
LEADERSHIP



**EMPLOYEE
ENGAGEMENT**

70%

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.**



~ Jim Clifton and Jim Harter



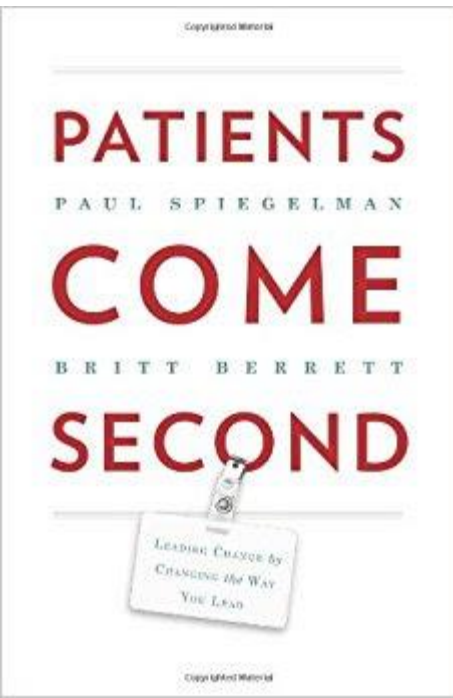
What types of things do
ineffective leaders do?

What types of things do
effective leaders do?

What types of things do
ineffective leaders do?

What types of things do
effective leaders do?

“The better we feel about ourselves, the better we treat others.”



- Paul Spiegelman &
Britt Berrett

And earlier this year.....

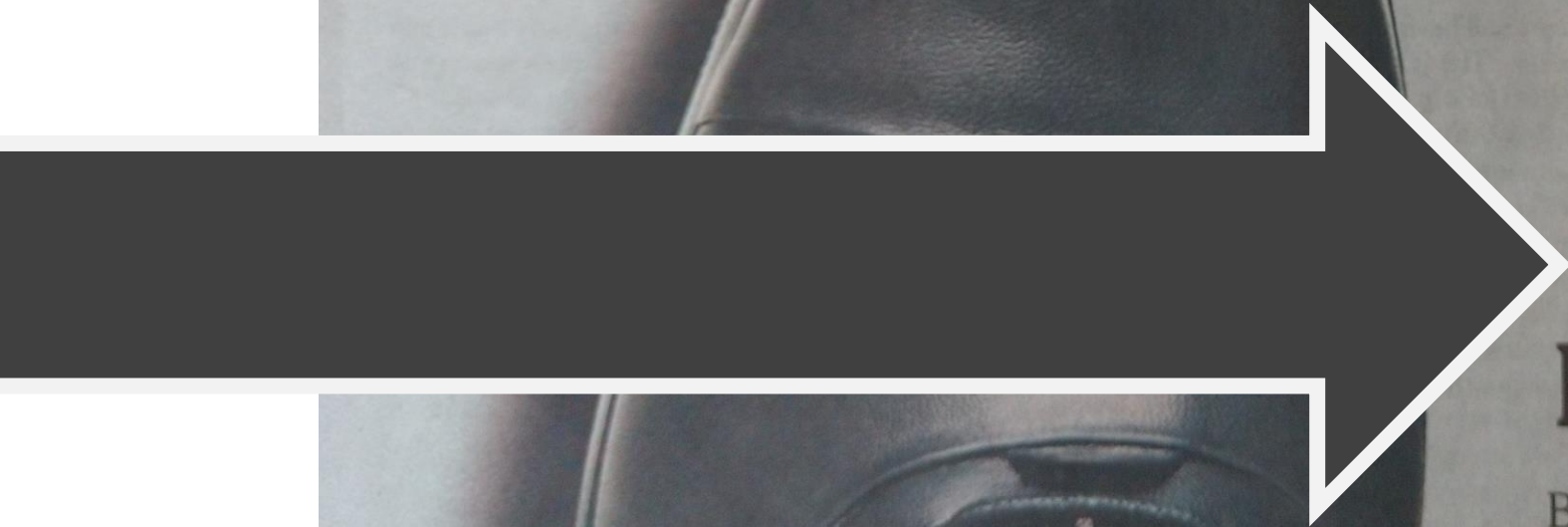
SundayBusiness

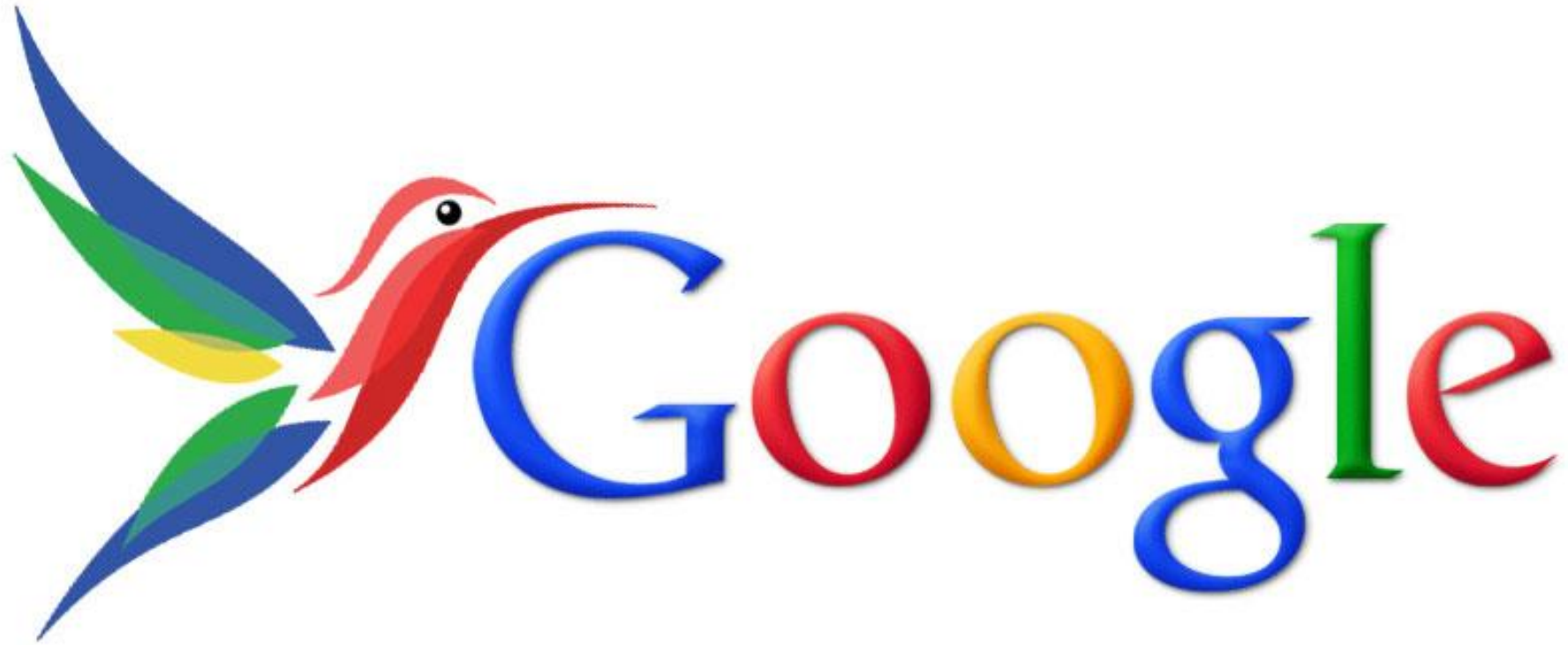
The New York Times



No More Working For Jerks!

Beleaguered employees are standing up to bad







**SAFE
PLACE**



A GLOBAL STUDY BY QUALTRICS FOUND

- 42% OF PEOPLE HAVE EXPERIENCED A DECLINE IN MENTAL HEALTH
- 67% OF PEOPLE ARE EXPERIENCING INCREASES IN STRESS
- 57% HAVE INCREASED ANXIETY
- 54% ARE EMOTIONALLY EXHAUSTED
- 53% OF PEOPLE ARE SAD
- 50% ARE IRRITABLE
- 28% ARE HAVING TROUBLE CONCENTRATING
- 20% ARE TAKING LONGER TO FINISH TASKS
- 15% ARE HAVING TROUBLE THINKING
- 12% ARE CHALLENGED TO JUGGLE THEIR RESPONSIBILITIES

The Effects of Stress

Personal Lives

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

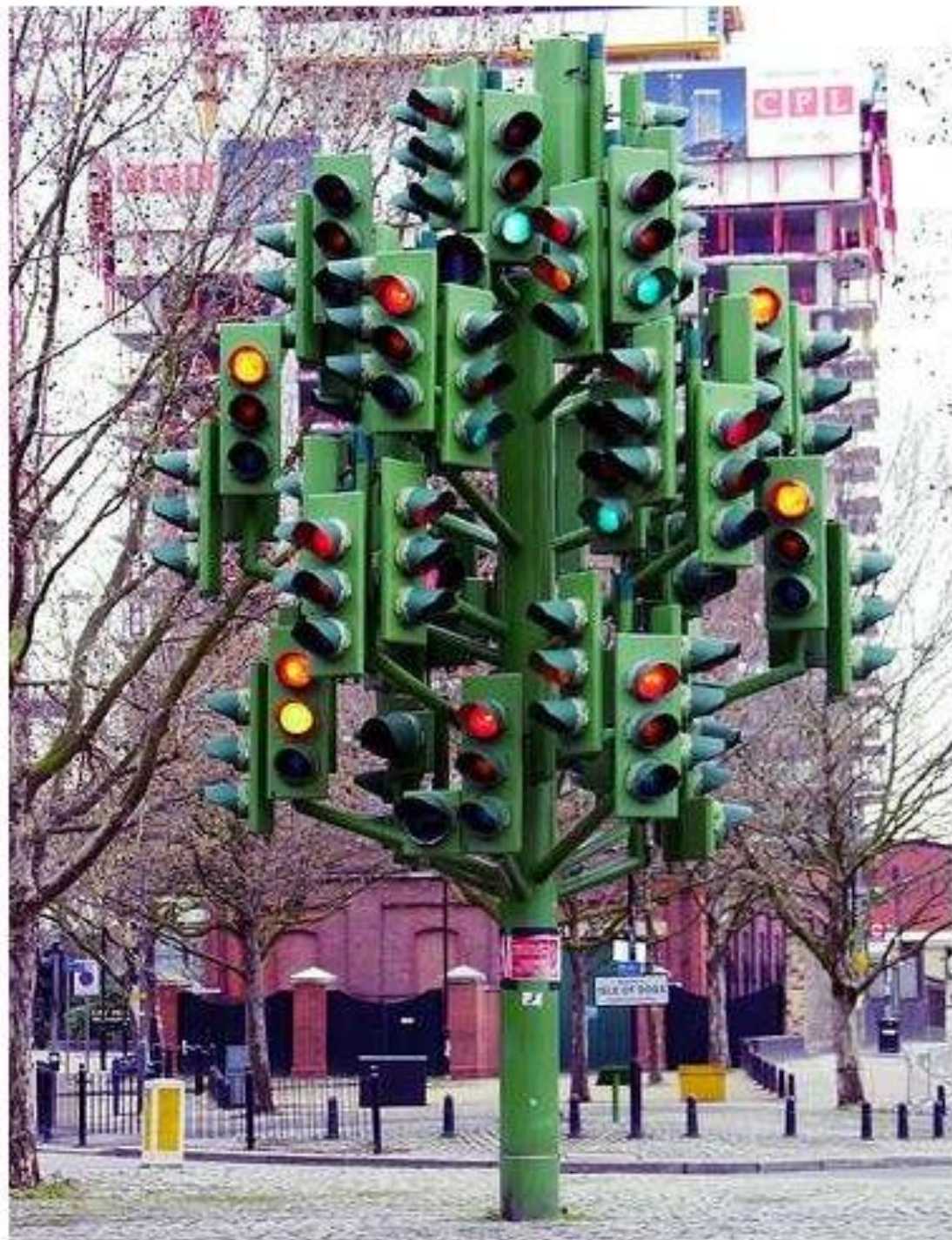
Research at the University of Illinois found when employees receive rude emails at work, they tend to experience negativity and spillover into their personal lives and particularly with their partners.

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



Now What?!!







**DANA-FARBER
CAUSED DA
DAMAGE TO**

When 39-year-old E
Farber Cancer Insti
breast cancer, it se
cancer care. In fact
Boston Globe hea
overdose of a powe
suddenly....



**ERDOSE
MNIST,**

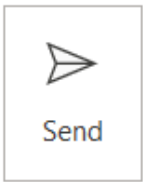
3 at Boston's Dana-
month treatment for
limits of high-stakes
death of Lehman, a
mistake: a massive
part, causing it to fail

C. R. M.

Remember this??.....



EXAMPLE



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.

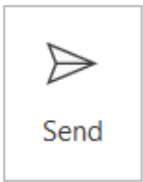
Thank you!

The employees sent back all 3 bios with their headshots and a paragraph about their services.

They chose the bios from some that had been previously written for their website profiles.

The reply to these employees with feedback was 1 and a half months after the due date stated.





To

serviceteam@abcco.com

Cc

Bcc

Subject

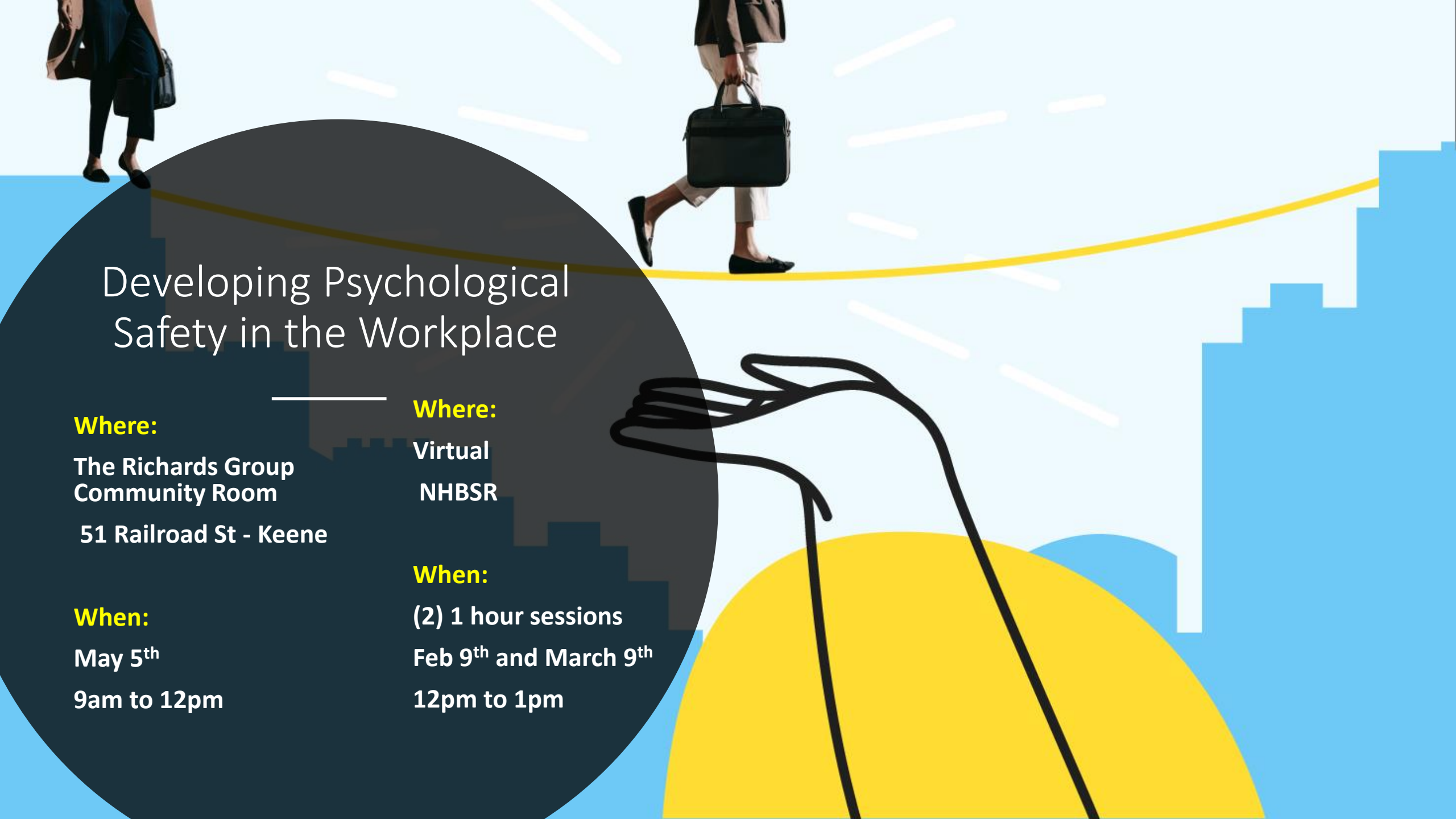
RE: Need your help!

| 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



Developing Psychological Safety in the Workplace

Where:

The Richards Group
Community Room

51 Railroad St - Keene

When:

May 5th

9am to 12pm

Where:

Virtual
NHBSR

When:

(2) 1 hour sessions

Feb 9th and March 9th

12pm to 1pm

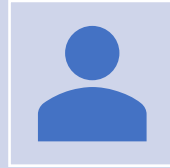


Mental Health **FIRST AID**

from NATIONAL COUNCIL FOR MENTAL WELLBEING

Blended In Person – April 7th 9am to 4:30pm
The Richards Group Community Room – 51 Railroad Street,
Keene, NH

Blended Virtual – May 12th 8:30am to 4:30pm
Virtual with the NHBSR



Shannon Prescott, CWCA, COSS



sprescott@therichardsgrp.com



Thank you!!!