Psychological Safety

The Single Most Important Factor in High Performing Teams.

teamioed.
Essential Learning Resource

As identified in Google's Project Aristotle!

Amy Edmondson

A Top Researcher in this Field

In her book "The Fearless Organization," she characterizes psychological safety as a workplace environment that:

- Encourages team members to express opinions freely.
- Allows for questions to be asked without hesitation.
- Supports admitting mistakes without fear of repercussions.
- Fosters a culture of openness and trust.
- Promotes collaboration among team members.
- Boosts learning and innovation within organizations.

Psychological Safety vs Performance Standards

PSYCHOLOGICAL SAFETY → High

High Performing Teams are here!

Comfort Zone
People are open and friendly, but not challenged On teams, they fail to make significant progress.

Learning Zone
People collaborate and learn in the service of high performance, accomplishing complex and innovative tasks.

Apathy Zone
People come to work, but their hearts and minds are elsewhere; choosing self protection over exertion.

Anxiety Zone
People are afraid to share ideas, take risks, or ask for help; hindering productivity and growth.

Source: Amy Edmondson

Low ← PERFORMANCE STANDARDS → High

Tips to Building Psychological Safety in Your Team

Love this model! Aim to guide your team here.

Establish Meeting Safety:
Begin each meeting with a commitment to the CLEAR:

- **C**uriosity, compassion, and an open mind.
- **L**isten to each other.
- **E**ncourage everyone to participate.
- **A**void dominating the conversation or interrupting others.
- **R**evisit what others have said to ensure understanding.

Adapted from Charles Duhigg's CLEAR Model

Enhance Team Safety:

- Encourage open communication.
- Show empathy and support.
- Promote inclusivity and respect.
- Normalize failure as a learning opportunity.
- Lead by example.
- Ensure everyone has a voice.

Encourage Radical Candor: by Kim Scott
It boosts psychological safety by promoting open, empathetic communication in teams.

Ruinous Empathy
High care and low challenge

RADICAL CANDOR
High care and high challenge

Manipulative Insincerity
Low care and low challenge

Obnoxious Aggression
Low care and high challenge

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Psychological Suspense Training Guide

National Psychological Association for Psychoanalysis (U.S.)

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markets In addition to the key areas of UK and US book publishers agents magazines screenwriting theater and poetry writer s courses and circles festivals and grants and prizes the guide also offers invaluable expert advice on contracts copyright and taxation   *Resources in Education* ,1996   **Video Source Book** ,2008   TV Guide ,2002   The Video Source Book David J. WEINER,1990   **The Exhibitor** ,1947 Some issues include separately paged sections Better management Physical theatre extra profits Review Servisection   **Making Minds and Madness** Mikkel Borch-Jacobsen,2009-05-28 A provocative argument that mental illnesses are not diseases but the product of varying expectations shared by therapists and patients   **Bulletin** National Psychological Association for Psychoanalysis (U.S.),1990   **Uniform Trade List Annual** ,1989   **CD-ROMs in Print** ,2003   *Voice of Youth Advocates* ,1995   *Bowker's Complete Video Directory 2001* ,2001   *Instructional Video and Film Catalog Through* University of Colorado Boulder. Academic Media Services,1990   Methodist Magazine and Quarterly Review ,1927   **The Methodist Review** ,1927   **The Atlantic** ,1947   *Today's Health* ,1969

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