# 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.

Low ←——— PERFORMANCE STANDARDS ———→ High

Source: Amy Edmondson

# 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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**AN Whitehead**

**Psychological Suspense Training Guide:**

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