

Psychological Safety

The Single Most Important Factor in High Performing Teams.

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



Tips to Building Psychological Safety in Your Team

Establish Meeting Safety:

Begin each meeting with a commitment to the CLEAR:

- Curiosity, compassion, and an open mind.
- Listen to each other.
- Encourage everyone to participate.
- Avoid dominating the conversation or interrupting others.
- Revisit what others have said to ensure understanding.



Adapted from Charles Duhigg's CUE 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.



Love this model! Aim to guide your team here.

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