

The concept of psychological safety is becoming more and more well-known among HR professionals and managers - however, knowing the concept and creating a culture of safety are quite apart. Creating psychological safety is one of - if not the most important - leadership tasks today. It is definitely the key to survival in a changing and uncertain world, and in the hybrid corporate operations of the present and the future. Every leader – from the top to the line managers - needs to know why and how to build such a culture without delay.



Our program approaches Psychological Safety as an essential condition for a culture of experimentation and learning. Without these two factors, development and - in many cases - survival can hardly be imagined today.

We open the training with a real, memorable case - the story of the Columbia Space Shuttle. The learnings of the story provide a great example on the serious consequences of the lack of Psychological Safety. This story also leads us to the understanding and interpretation of Psychological Safety, its differences from trust, and its existence on team and organizational level.

Participants learn how to build Psychological Safety as managers of various teams. We introduce our Psychological Safety model with the help of a three-step structure from setting the scene to proper managerial reaction to positive cases and violations. We provide a practical and specific tool-kit and related techniques and routines that help them build a safe environment in a team.

As the question of failures is a critical part of the process, we dedicate a separate module to this topic. Understanding the nature and types of failure is just the starting point. Embracing failure and using it for learning and development can be a novel approach even for experienced leaders.

By the end of the session participants:

- will understand the importance of Psychological Safety and its impact on performance
- will acquire practical tools, techniques and leadership routines to build and maintain Psychological Safety in their team

Potential follow-up courses:

- Leadership Courage
- Assertive Managerial Communication and Conflict Resolution
- Leadership Feedback & Coaching
- Effective Team Leader

Duration
1-2 days

Target group

Any leader at any level of the company hierarchy

TOPICS:

- Introduction to Psychological Safety
- Interpretation of Psychological Safety
- Trust vs Psychological Safety
- How to build Psychological Safety?
- Overview of the Leadership Toolkit
- #1 Set the Stage
- #2 Invite Engagement
- #3 Respond productively
- Embracing failures (2-day-version)
- Consequences of failing to embrace failure
- Steps for embracing failures
- Predictable business failures
- How to make meetings safe?
- Impact of Psychological Safety on corporate culture
- Psychological safety self-assessment
- What do you think? – Challenging questions on Psychological Safety

PSYCHOLOGICAL SAFETY

