



PSYCHOLOGICAL SAFETY @ WORK

PROGRAMS FOR LEADERS AND TEAMS

Create a culture of inclusion and innovation
Avoid the pitfalls of workplace health and safety non-compliance



IN PARTNERSHIP TO AMPLIFY
HUMANITY IN THE WORKPLACE



LeaderLab
Making **+++** Matter

WHAT IS PSYCH SAFETY?

Psychological safety is defined as feeling able to be yourself **without fear** of being embarrassed, marginalised, or punished in some way that has negative consequences to self-image, status or career.

In other words, if you can take risks without your team beating you up, you'll be more likely to succeed.

Psychological safety promotes engagement at work, and shapes how people feel and perform in their roles. It's an absolute **must-have** if you want people to feel secure and confident to contribute.

Psychological safety is critical in building teams, organisations, and social tribes of all kinds to create deeply inclusive environments, accelerate learning, increase contribution, and stimulate innovation.



TOP 5 REASONS WHY PSYCH SAFETY IS CRITICAL @ WORK

Improved Overall Wellbeing

Mental, emotional, and physical health matter equally. High psych safety positively impacts overall wellness at work and reduces the risk of people feeling fatigued and worn down. The more satisfied and happier people are, the more motivated, resilient, and committed they are to get on with what's required.

Positive and Productive Culture

Employees who feel safe at work have higher drive, focus on their goals, and better productivity compared to employees in teams with low-morale.

Improved Communication

High level of psychological safety encourages greater communication and idea sharing, which creates a healthier speak-up culture allowing teams to work like well-oiled machines.

Greater Collaboration

Workplaces are able to develop healthy interpersonal relationships and work in collaboration (no silos) towards the greater good, solving problems and making decisions faster.

Employee Retention

When a workplace has high levels of psychological safety, employees are more likely to stay and contribute positively to their workplace.

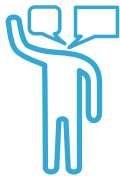
A psychologically safe workplace is a **win-win** for both companies and its employees because people enjoy going to work where they feel seen, valued, and respected.



THE 4 STAGES OF PSYCHOLOGICAL SAFETY

1

INCLUSION SAFETY



Inclusion safety satisfies the basic human need to connect and belong. Whether at work, school, home, or in other social settings, everyone wants to be accepted.

2

LEARNER SAFETY



Learner safety allows us to feel safe as we engage in all aspects of the learning process, such as asking questions, giving and receiving feedback, experimenting, and when we make mistakes.



3

CONTRIBUTOR SAFETY



When contributor safety is present, we feel safe to contribute as a full member of the team, using our skills and abilities to participate in the value-creation process.

4

CHALLENGER SAFETY



Challenger safety allows us to feel safe to challenge the status quo without retaliation or the risk of damaging our personal standing or reputation.

A CONCEPT THAT HAS CONTINUED TO DEVELOP OVER DECADES

Psych safety is not a new concept, but over the last decade it's been recognised as critical to support mental health in the workplace to mitigate injury and attrition.

1943

Abraham Maslow published Hierarchy of Needs. After physical needs and security needs, he talked about belongingness needs

1947

Herbert Simon said we need attitudes of friendliness and cooperation in social settings and organisations

1965

Edgar Schein & Warren Bennis coined the term psychological safety

1990

Amy Edmonson links psychological safety to team learning

2020

Timothy R. Clark lays out the progression of psychological safety and how it can be measured by four stages



GOOGLE'S PROJECT ARISTOTLE

In 2012, a group of Google employees set out to investigate what makes some teams successful, while others fail.

Called Project Aristotle as a tribute to Aristotle's quote, *"the whole is greater than the sum of its parts"*, the goal was to answer the question: *"What makes a team effective at Google?"*

What they ended up discovering was that psychological safety is the most important attribute of a successful and effective team.

The factors below were most important for teams across the organisation (based on qualitative and quantitative measures) to how well the team worked together.

The most effective teams at Google could be characterised by:

- **Psychological safety:** How much risk team members perceive and what consequences they believe they may face when asking a question, suggesting a new idea, or owning up to a problem (in essence, the ability of team members to trust others on the team)
- **Dependability:** Members are able to rely on each other to complete required tasks
- **Structure and clarity:** Each individual on the team has a specific role, understands his or her long and short-term goals, and sees how it contributes to the team's overall objectives
- **Meaning:** Personal fulfilment derived from the person's role or the team's overall accomplishments
- **Impact:** Members of the team feel their work is making a difference

RESEARCH AND LEADERSHIP EXPERTS AGREE



TIMOTHY CLARK

PH.D. OXFORD UNIVERSITY
AND BRITISH RESEARCH SCHOLAR

Author of, 4 Stages of Psychological Safety

Fear has a profoundly negative impact on engagement, learning efficacy, productivity, and innovation, but until now there has been a lack of practical information on how to make employees feel safe about speaking up and contributing. Timothy Clark, a social scientist and an organisational consultant, provides a framework to move people through successive stages of psychological safety: Member, Learning, Contributor, and Challenger.



AMY C. EDMONDSON

NOVARTIS PROFESSOR OF LEADERSHIP & MANAGEMENT
AT THE HARVARD BUSINESS SCHOOL.

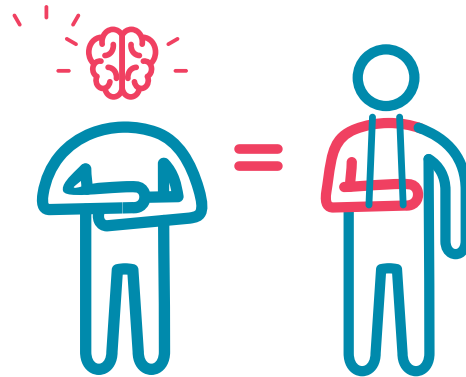
Author of, The Fearless Organization: Creating Psychological Safety in the Workplace for Learning, Innovation, and Growth

Psychological safety – an environment in which people believe that they can speak up candidly with ideas, questions, concerns, and even mistakes – is vital to leveraging the benefits of diversity, because it can help make inclusion a reality. In brief, psychological safety is about enabling candor. Inclusion is necessary for mutual learning – and mutual learning is necessary to progress in a volatile, uncertain, complex, and ambiguous (VUCA) world.

WORKPLACE HEALTH & SAFETY

The Australian Work Health and Safety Act acknowledges physical and psychological safety. The same importance and consequences are now **legislated in the Act**.

Leaders must recognise the necessity to manage and offer 'safe' environments and work practices.



Research shows that the common indicators of staff who are not supported or feeling connected lead to **negative** productivity, engagement and innovation.

PRODUCTIVITY

ENGAGEMENT

INNOVATION



MEASURING PSYCH SAFETY IN YOUR TEAM

Psychological safety is easy to measure and understand. **If psych safety is low, the chances are that the level of employee engagement in your workplace will be low.** Not surprisingly, when psychological safety is high, your employee engagement levels are too.

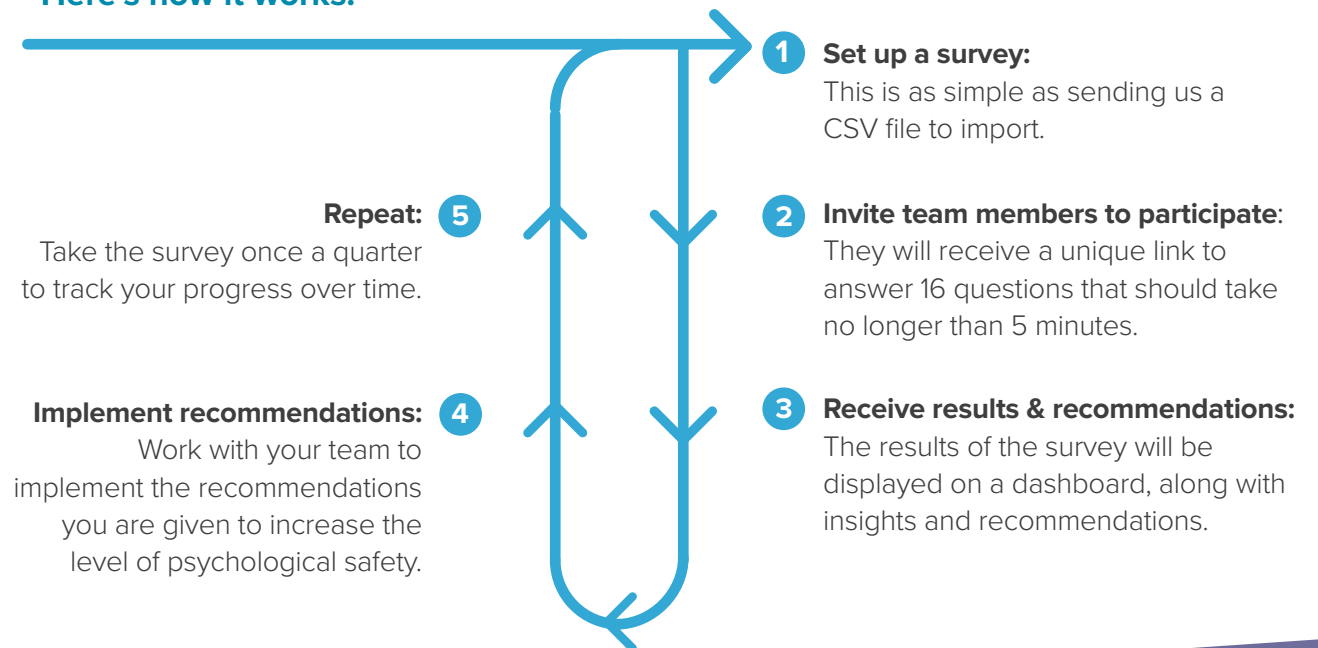
If you're trying to make your team more successful, you first **need a baseline** to compare with. A lot of workplaces think they have a good feel for their team's psychological safety. But it's surprising what you'll learn when you actually measure it.

Get insights to 'fix it' not just report it.

We'll give you a psych safety improvement guide with simple and practical you can put in place.

You can measure and track progress over time so that, after a period of intentional effort, you'll see exactly where you've improved.

Here's how it works:



ABOUT THE FACILITATORS



Inclusive Innovations Tasmania (IIT) has partnered with LeaderLab, leadership and facilitation specialists, who have a deep passion for **amplifying humanity in leadership**.

When you work with LeaderLab you can be assured you'll receive exceptional service, proven strategies, tools, and anything else required that will help you be successful. Even more than that, LeaderLab will help you build a culture that you can be proud of.



Linda Manaena Co-CEO

Leadership Coach, Facilitator,
4 Stages of Psychological Safety™ Practitioner, Resilience Work®
and EDISC® Behaviour Practitioner



Nicole Stafford Co-CEO

Leadership and Communications Trainer, Coach,
4 Stages of Psychological Safety™ Practitioner, EQ, HBDI®
and EDISC® Behaviour Practitioner

PACKAGES AND PRICING

	MASTERCLASS PACKAGE \$3,500 +GST	MASTERCLASS BUNDLE \$10,500 +GST	MASTERCLASS & DIAGNOSTIC SUITE \$15,500 +GST
10% of your investment donated to IIT initiatives	✓	✓	✓
Masterclass #1 (half day) Introduction to Psychological Safety	✓	✓	✓
Resources and handouts	✓	✓	✓
Psych safety eBook	✓	✓	✓
Psych safety team action plan	✓	✓	✓
Online or face-to-face delivery	✓	✓	✓
Industry experts and accredited psych safety facilitators	✓	✓	✓
Masterclass #2 (half day) Deeper dive into 4 stages of psych safety		✓	✓
Masterclass #3 (half day) Interactive session to identify and address gaps		✓	✓
Individual action and accountability plan			✓
Initial needs analysis with leader			✓
Team diagnostic survey #1 to set benchmark			✓
One-hour debrief with leader on diagnostic			✓
Online platform training for leaders			✓
Online access to survey results and recommendations			✓
Detailed Behaviour Guide			✓
Team diagnostic survey #2 to re-test and measure progress			✓
Research and resources to help further understanding of psych safety			✓
One copy of the 4 Stages of Psychological Safety book Timothy R Clark			✓

ACTIVATE YOUR CUSTOMISED TRAINING

Building psychological safety at work is just a conversation away.
Contact us now.

ONLINE & SOCIALS



www.leaderlab.com.au
www.inclusiveinnovationstasmania.com.au



@leaderlab
@Inclusiveinnovationstas



@leaderlab

PHONE



LeaderLab Co-CEOs:

Linda Manaena - 0419 006 064

Nicole Stafford - 0413 626 841

IIT CEO:

Phillip Drury - 0407 870 034

EMAIL



amplifyme@leaderlab.com.au

phillip@inclusiveinnovationstasmania.com.au



LeaderLab
Making **↑↑↑** Matter