

PSYCH SAFETY BEST PRACTICES

WHAT IS *PSYCHOLOGICAL SAFETY*?

An environment that is psychologically safe is one where team members can be open, feeling supported and secure in interactions with their leader and peers. Our research shows that this leads to effective communication, better employee retention rates and increased team performance.

HOW TO BUILD PSYCH SAFETY

ENCOURAGE UNIQUE OPINIONS



- Ask them to play “red team” so they can express opposing views
- When brainstorming ideas, share your opinion after theirs
- Publicly praise team members that bring different perspectives

AVOID MICROMANAGEMENT



- Delegate to people with the talent to succeed at the task
- Ask yourself, “is their way wrong, or is it just different than mine?”
- If you need more information, proactively define project check-ins

SUPPORT SMART RISK-TAKING



- Tell people you “have their back” if they fail
- If deciding between a new way and old way, have a new idea bias
- Look for reasons why a new idea will succeed, not just why it won’t

MOVE QUICKLY PAST MISTAKES



- Address a mistake completely the first time
- Focus on preventing future mistakes, rather than assigning blame
- Share your mistakes to show others how to work through theirs