

PSYCHOLOGICAL SAFETY

"THE FREEDOM TO BRING YOUR AUTHENTIC SELF TO WORK"



When members of a team feel comfortable to share ideas, opinions and ask for help without blame, judgement, or rejection - that team experiences a psychological safe work environment.

When teams are Psychologically Safe, members:

- *Feel accepted*
- *Feel respected*
- *Feel like they belong*

Steps to Create Psychological Safety

- **Set Clear Expectations**

Share what is expected to reduce unpredictability. Encourage teams to view mistakes as learning opportunities to create a climate where employees feel comfortable asking for help and admitting areas for improvement.

- **Repair**

Communicate apologies when safety has been disrupted. Share what you will do differently next time.

- **Pause and Think Before Acting**

Prior to offering critical feedback, pause. Reflect on the impact of your message and how to best communicate it.

- **Encourage and Appreciate Expression**

Encourage/Acknowledge when team members share their thoughts and feelings.

- **Responsibility**

Take responsibility for your actions while identifying continued growth areas.



Inclusive vs. Exclusive Behaviors

Examples of Inclusive Behaviors

- Roll out your welcome mat, invite employees in.
- Show curiosity, and genuine concern.
- Work to integrate inclusive decisions.
- Lean into discomfort with the aim to understand and solve problems.
- Examine critical assumptions. Seek to understand to learn.
- Stand up for team members.
- Demonstrate vulnerability and empathy.
- Ask about team's needs and tailor actions accordingly.
- Build space for different ideas and encourage greater participation.

Examples of Exclusive Behaviors

- Excluding members from meetings and conversations.
- Interrupting or cutting others off while speaking.
- Minimizing and downplaying the value of member's contributions.
- Criticizing someone's ideas.
- Dominating the conversation during team meetings.
- Failing to acknowledge ideas or opinions expressed.
- Having a condescending attitude towards others.

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