Quick Guide to Creating Psychological Safety

When teams feel psychologically safe, they are more comfortable sharing ideas, expressing concerns and asking questions without fear of negative repercussions.

As a leader it is important to take steps to foster psychological safety among team members, so they feel more receptive to discussion around workplace well-being. These small actions will go a long way toward making people feel heard and valued

PRACTICE ACTIVE LISTENING

Be fully present when someone speaks. Use nonverbal cues to indicate that you are listening. Reflect what you have heard and summarize it.

ASK OPEN-ENDED QUESTIONS

Prompt discussions among team members by posing questions that require thoughtful answers and can lead to more questions.

RECOGNIZE PARTICIPATION

When an associate shows vulnerability by asking a question or sharing an idea, express gratitude, empathy, and appreciation for their insight.

ACKNOWLEDGE ISSUES & THEIR IMPACT

When problems or concerns arise, validate them and discuss possible impacts, as well as solutions.

Be prepared to follow-up on any obstacles they identify. Follow-through is important part of authenticity that will reinforce the psychological safety and positive feeling of being cared about.

Psychological safety begins when you, as a leader, show your own vulnerability. This gives others permission to do the same. Think about ways to recognize and appreciate your associates who follow your lead by speaking up with a question or idea.

Did you know, empathy is directly related to improved job performance? See each associate as more than their job role. See them first as a human being and someone's beloved family member or friend. Your presence and daily interactions influence and create the work environment.

Not only is Leader and Manager support key to a team's overall well-being, but did you know, an associate's direct supervisor has more influence on their health than their healthcare provider?