



People Management Leading with Impact



**Psychological
Safety**

About Me



Areas of Expertise



Scrum Master



Expert in Management



Certified Coach



Expert Agile Consultant



Public Sector



Private Sector

Qualifications



Honours Degree in Psychology at NTU

Higher Diploma in Conflict Resolution

Member of British Psychology Society

Member & Certified with International Mediator Institute

PSMI™ Scrum Master

ANDREW GIBSON

DCM Trainer

What's Coming Up?



Delivered Live via Zoom



All Sessions Recorded



Free and unrestricted for DCM Members

10am - 11am

Sept
18

Psychological
Safety

10am - 11am

Oct
16

Coaching for
Leadership
Brilliance

10am - 11am

Nov
20

Defusing
Aggression

Questions for Consideration...

What is Psychological Safety?

Why is Psychological Safety important?

How to Spot Psychological Safety at work in your team?

How to Create Psychological Safety?

What is Psychological Safety?

DEFINITION

Shared belief across the team that:

It's OK to take risk

It's OK to express concerns and ideas

It's OK to ask questions, Admit mistakes



Stats

Text

“Its felt permission with Candor”

Amy Edmondson

Why is Psychological Safety Important?

Performance

Innovation

Creativity

Resilience

Learning

Decreased...

Stress, Burnout, Staff Turnover, Low Organisational performance



How to spot Psychological Safety at work in your team?

How people answer these questions will give you a sense of the degree to which they feel psychologically safe:

1. If you make a mistake on this team, it is not held against you.
2. Members of this team are able to bring up problems and tough issues.
3. People on this team sometimes accept others for being different.
4. It is safe to take a risk on this team.
5. It isn't difficult to ask other members of this team for help.
6. No one on this team would deliberately act in a way that undermines my efforts.
7. Working with members of this team, my unique skills and talents are valued and utilized.

Edmondson 7-item questionnaire to assess the perception of Psychological Safety

How to Create Psychological Safety?

Good Management Practices – Leadership

Promote the voice of the team

Lead by example admit you own fallibility.

Actively invite input

Respond productively

Warning...

Not not just about being nice

You must feel comfortable in this environment to be able to create one!

It will not create itself!



Q&A



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