



1

---

---

---

---

---

---

---



2

---

---

---

---

---

---

---



3

---

---


---

---


---

---

---



The researchers eventually concluded that what distinguished the 'good' teams from the dysfunctional groups was how teammates treated one another.



4

---

---

---

---

---


---

---



**Psychological Safety**

Psychological safety is a shared belief that the team is safe for interpersonal risk taking. In psychologically safe teams, team members feel accepted and respected. It is also the most studied enabling condition in group dynamics and team learning research.



5

---

---


---

---

---


---

---



**GALLUP**

Only 3 out of 10 employees feel that their opinions count in their organizations



6

---

---

---

---


---

---

---

Is Psychological Safety present?

Strongly Disagree 1 – 2 – 3 – 4 – 5 – 6 – 7 Strongly Agree



7

---

---

---


---

---

---

---

How do you build psychological safety?



8

---

---

---

---

---

---

---

How Do I Improve Psychological Safety?

Handout



9

---

---

---

---


---

---

---

How Do I Improve Psychological Safety?

"Share information about your personal work style and preferences, encourage teammates to do the same."



10

---

---

---

---


---

---

---

PODCAST: What Vulnerability Isn't

"Here is what support looks like for me.  
What does support look like for you?"



11

---

---

---

---

---

---

---

How Do I Improve Psychological Safety?

Express Gratitude & Celebrate Accomplishments



12

---

---

---

---


---

---

---

How Do I Improve Psychological Safety?

## Form Encounter Groups



13

---

---

---

---

---

---

---

## Encounter Groups

1. What is your story? What is not your story?
2. Reading Story
3. Living Story
4. Critiquing Story



14

---

---

---

---

---

---

---

PSYCHOLOGICAL SAFETY

LOWHIGH

COMFORT ZONE


LEARNING ZONE

APATHY ZONE

ANXIETY ZONE

LOWHIGH

ACCOUNTABILITY FOR MEETING DEMANDING GOALS



15

---

---

---

---

---

---

---



16

---

---

---

---

---

---

---