



CULTIVATING PSYCHOLOGICAL SAFETY

**BUILDING TRUST, CONNECTION
& INNOVATION**

Presented by Steven Heath
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Steven Heath

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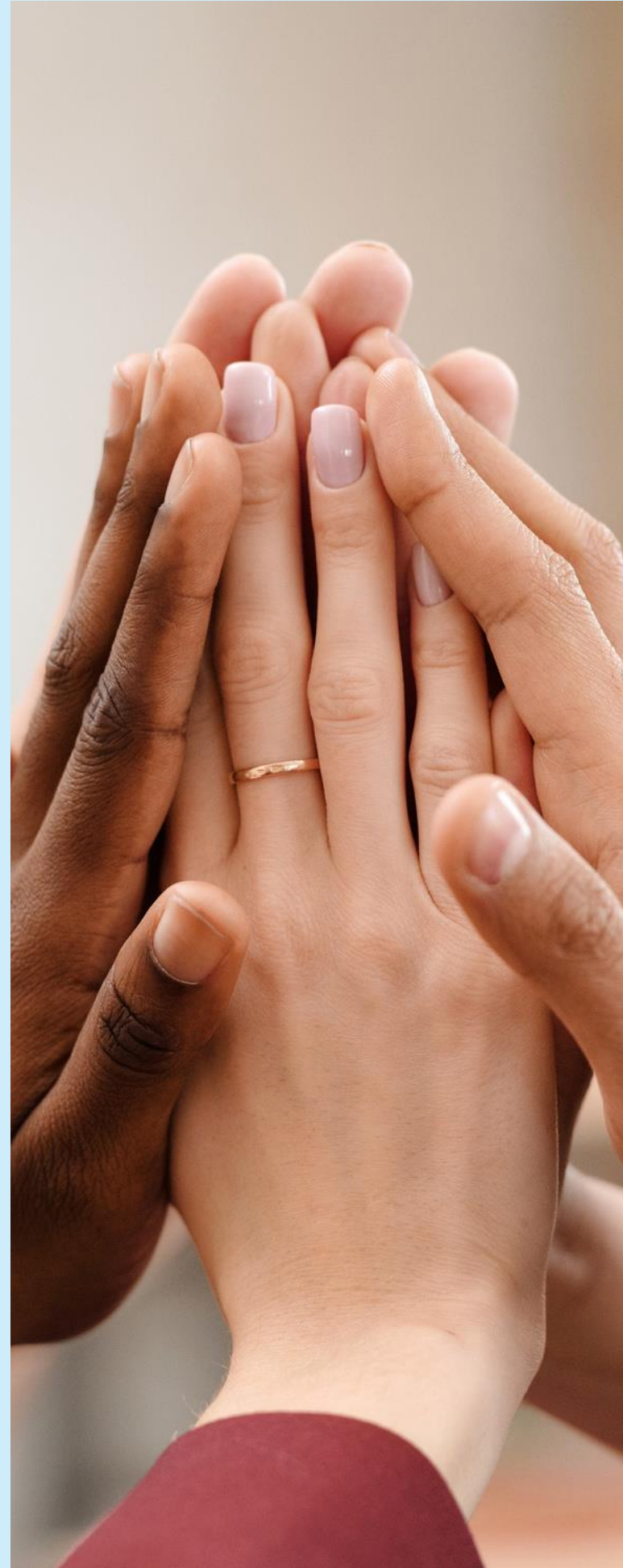
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Session Objectives



After attending this session, you will be able to:

- Understand the concept and benefits of psychological safety
- Identify behaviours that promote or hinder psychological safety
- Use techniques for fostering trust, building connection and open dialogue within teams
- Develop strategies for leaders to create psychologically safe environments



**How do you feel
when you can
speak openly
in a team?**

A group of people are shown in a meeting or collaborative setting. They are gesturing with their hands, suggesting an active discussion. The background is a bright, out-of-focus indoor space. Four white circular callout bubbles with a decorative, leafy border are overlaid on the image, each containing a benefit of collaboration. The bubbles are positioned around the central group of people.

**Improved
Collaboration**

**Reduced
Burnout**

**Higher
Engagement**

**Greater
Innovation**

1

Psychological Safety

Team members feel safe to take risks and be vulnerable in front of each other.

2

Dependability

Team members get things done on time and meet Google's high bar for excellence.

3

Structure & Clarity

Team members have clear roles, plans, and goals.

4


Meaning

Work is personally important to team members.

5

Impact

Team members think their work matters and creates change.



**Reduced
Stress**

**Increased Job
Satisfaction**

**Better
Mental Health**

**Stronger
Relationships**



Think about a time in your own work experience when you felt psychologically safe – or maybe a time when you didn't.

How did it impact your participation in the team?

Did it make you more likely to contribute, or did it cause you to hold back?

Did you feel safe or unsafe to express when you needed help, or were struggling with something?

What impact did it have on your performance and your wellbeing?

HELP

**Active
Listening**

**Respecting
Perspectives**

**Expressing
Gratitude**

**Encouraging
Seeking Help**

HINDER

**Interruption
& Dismissal**

**Public
Criticism**

Blame

**Shutting
Down**



Scenario 1:

A team member suggests an unconventional idea during a meeting. The team leader interrupts and quickly moves on to the next agenda item without acknowledging it.



Scenario 2:

A colleague admits they're feeling overwhelmed with their workload. The team leader responds by asking if they need support and offers to adjust deadlines or delegate tasks where possible.



Scenario 3:

A colleague admits they made a mistake on a project. The team responds by brainstorming ways to prevent it from happening again and supporting the person in fixing the issue.



Scenario 4:

An employee mentions they've been struggling with their mental health. The manager dismisses their concerns, saying, 'We all have tough times, just push through it' and moves on to another topic without offering any further support.



**Practising
Vulnerability**

**Open
Dialogue**

**Building
Empathy**

**Constructive
Feedback**



**What's one small
action you could
take to build trust
or connection
within your team?**



**Model
Vulnerability**

**Opportunities
for Feedback**

**Set Clear
Norms**

**Reward
Creativity**

ASK

ACKNOWLEDGE

ACT



Commitment to action:

**What's one action
you'll take to create
an environment where
your team feels safe to
contribute ideas or
ask for help?**



Commitment to Action

What's one action you'll take to create an environment where your team feels safe to contribute ideas or ask for help?

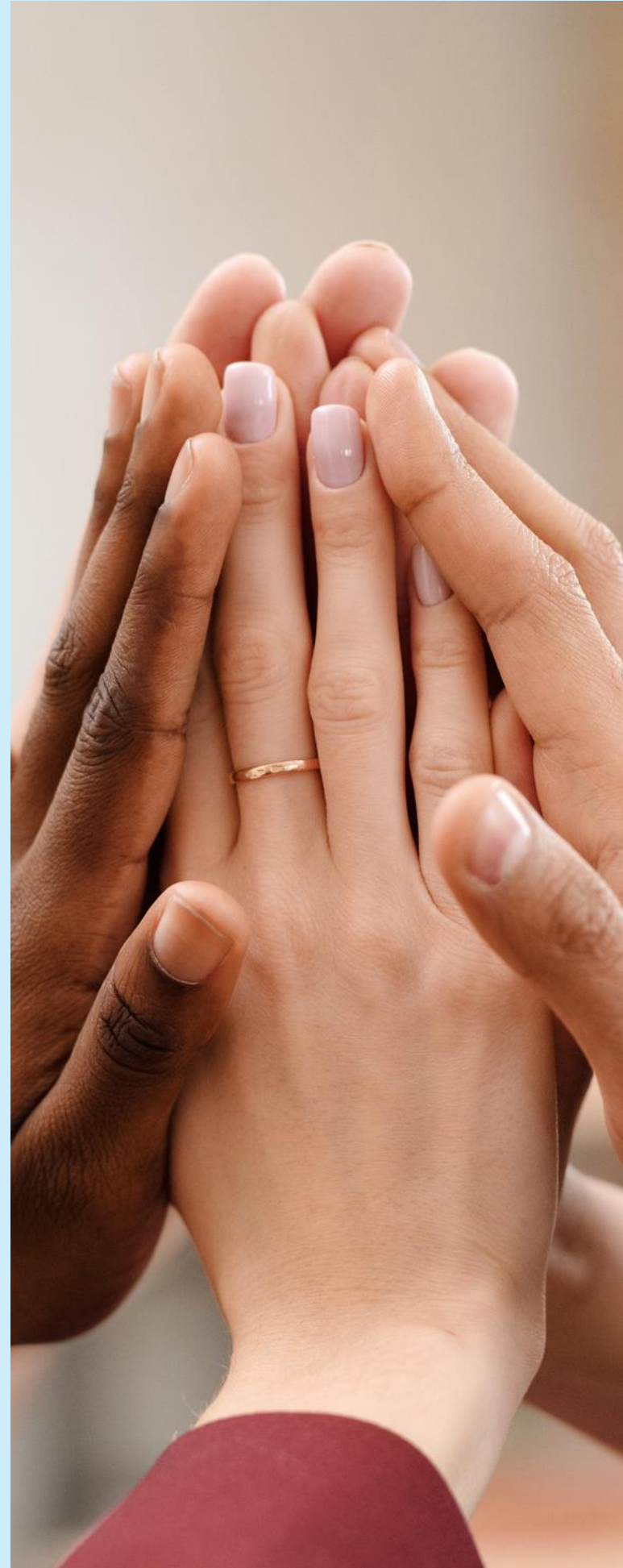


Any Questions?

Please feel free, this is a safe space 😊



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