

Psychological Safety
BEST PRACTICES

THINK

- Think about some of your deeply-held, underlying beliefs about people, especially co-workers, organizational dynamics, and your role within the organization
- Get into a Psychological Safety State of Mind (curious, humble, interested in other people, interdependent, grateful, constantly seeking diverse input + perspectives)
- Reflect on your core values – what matters most to you?
- Take a step back to contemplate your relationship with, and perception of, failure
- Consider the terms you’re using to characterize events, actions, and mistakes
- Reflect on what you’re doing at a 30,000-foot level
- Consider the various dynamics, forces, and systems at play in your industry and organization
- Ask yourself: “Is the language we’re using contextually and energetically accurate?”
- Think about the major desires and expectations of your members
- Ponder your “why” – why you’re doing this
- Consider whose voices you rarely hear and how you might more fully engage them
- Reflect on any psychological safety gaps in your team and organization
- Consider all input, thoughts, suggestions, and concerns that are brought forth

SAY

- I am truly curious – what do you think?
- This is an open discussion – there are no wrong answers
- We’re all here to figure this out together
- We can innovate and learn by trying out new ideas
- The vision and purpose behind what you’re doing
- It’s important that everyone has a voice
- I don’t know; what do you think?
- I don’t have all the answers
- My best thinking is... What is yours?
- Thank you for: asking that question; bringing that up; offering a different point of view
- Why did you choose to show up today? Why did you decide to work on this initiative?
- How might we ensure that we’re collaborating well as a team?
- What guidelines and expectations might we put into place to ensure that everyone has a voice?
- Restate / paraphrase what others are saying to both acknowledge what they said and ensure understanding
- Respond productively to clear violations
- Ask open-ended, powerful questions

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DO

- Provide context around your mission and goals
- Set the tone at the beginning of meetings
- Set expectations for your team
- Establish common language and definitions
- Highlight and praise the behaviors you want more of
- Create systems and structures for input
- Debrief failures and learn from them
- Create a mantra
- Listen intently to what others say
- Ensure that all people around the table have a voice
- Actively change your team & organizational culture around failure
- Clarify your role (it is to provide direction and facilitate input + knowledge-sharing)
- Speak last
- Empower people who are closest to the action to be involved in the decision-making process
- Cultivate psychological safety among volunteer leadership, executive staff, management staff, and throughout the entire organization
- Be willing to establish a new normal