



Our Webinar Will Begin Shortly

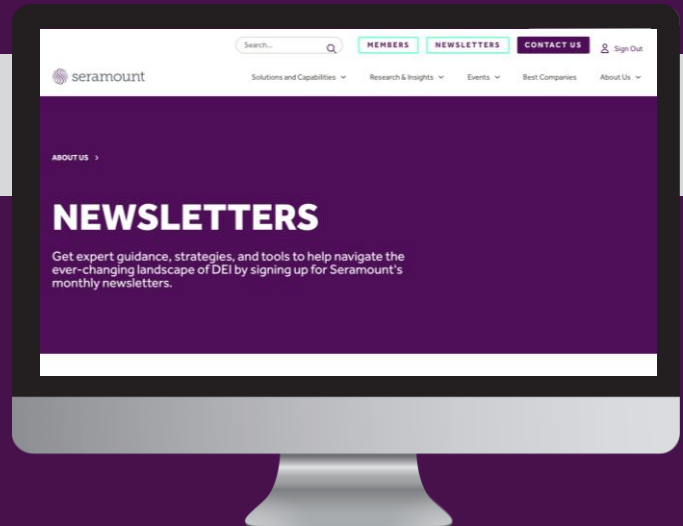
Today's Topic:

**Breaking Silos, Building Trust: Nurturing
Psychological Safety within Teams**

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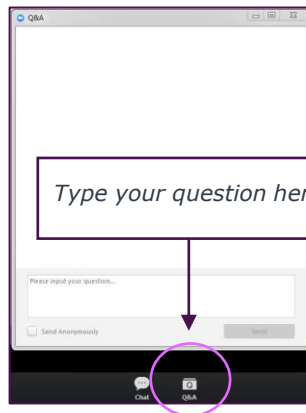
Using Zoom

Use the Chat Button to Add Comments Throughout the Session

Engaging in Chat



Asking a Question



Brief Exit Survey



We'd appreciate your **feedback** on today's presentation.

Interactive Ice Breaker

Type your
answer in
the chat!

When you hear
“psychological safety”
what word or phrase
comes to mind?

Breaking Silos, Building Trust: Nurturing Psychological Safety within Teams



Moderator

Richelle Caday

Advisory Associate, Seramount

Why Psychological Safety?



Culture Influences Performance

“ There’s no team without trust.

Paul Santagata, Head of Industry at Google

▶ **Google’s largescale 2-year study on team performance revealed:**

“The highest-performing teams have one thing in common: psychological safety, the belief that you won’t be punished when you make a mistake.”

▶ **The case for psychological safety is evidence-based:**

“Studies show that psychological safety allows for moderate risk-taking, speaking your mind, creativity, and sticking your neck out without fear of having it cut off — just the types of behavior that lead to market breakthroughs”

The Power of Psychological Safety



Wherever there is fear, there will be wrong figures.

W. E. Deming, The New Economics



Managers whose skills are rated higher in psychological safety lead teams who bring in an average **\$4.3 million** more in revenue per year.¹



By advancing psychological safety, organizations could realize a **12%** increase in productivity.²



Organizations that move towards creating psychological safety see a **27%** reduction in turnover.²



Employees with lower feelings of psychological safety are **167%** less likely to speak up.³

1) PR Newswire: New Data Highlights Value of Psychological Safety in the Workplace
2) Gallup: How to Create a Culture of Psychological Safety

Defining Psychological Safety in Teams and Organizations



Presented By:

Kelli Frey, CPTD

*Talent Op and Strat. Associate
Director, EAB*

Defining Psychological Safety



- ▶ A shared belief that it is safe to take interpersonal risk

What it is



Empowerment in Expression

Encourages employees to express their ideas and contributions openly, free from the fear of repercussions to their reputation or career.



Embracing Vulnerability

The courage to embrace vulnerability, own mistakes, and transform them into valuable learning experiences.



Trust and Support

Employees trust that their work environment and colleagues will not shame them for their genuine expressions and vulnerabilities, creating a supportive atmosphere.

What it is not



Avoidance of Accountability

Not an excuse to avoid accountability for one's actions or contributions. It encourages openness and learning from mistakes.



Excessive Risk Taking

It does not promote reckless risk-taking. Psychological safety encourages intentional risk-taking in a supportive environment, not impulsive or thoughtless actions.



Unquestioning Acceptance

Instead, it encourages constructive feedback and dialogue while ensuring that individuals are not punished for their honest contributions.

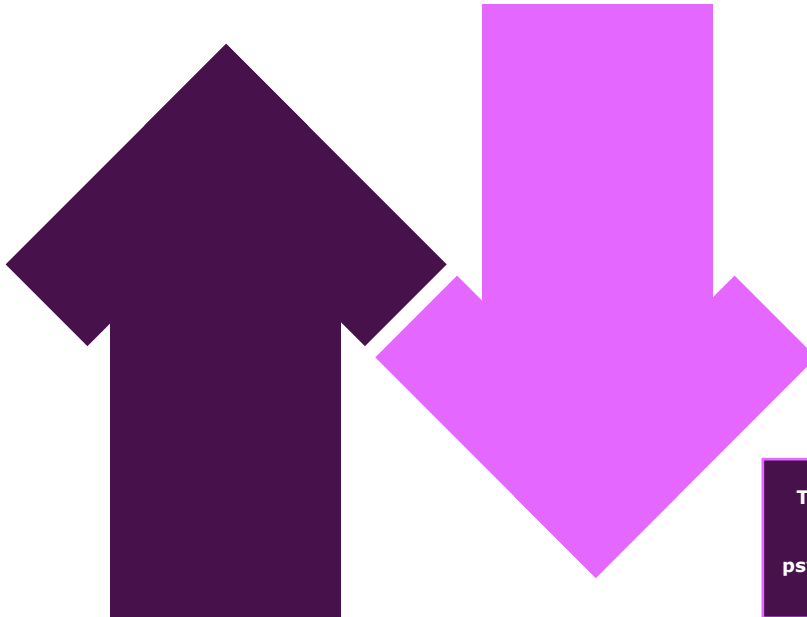
Lack of Psychological Safety



Intention-Impact Gap

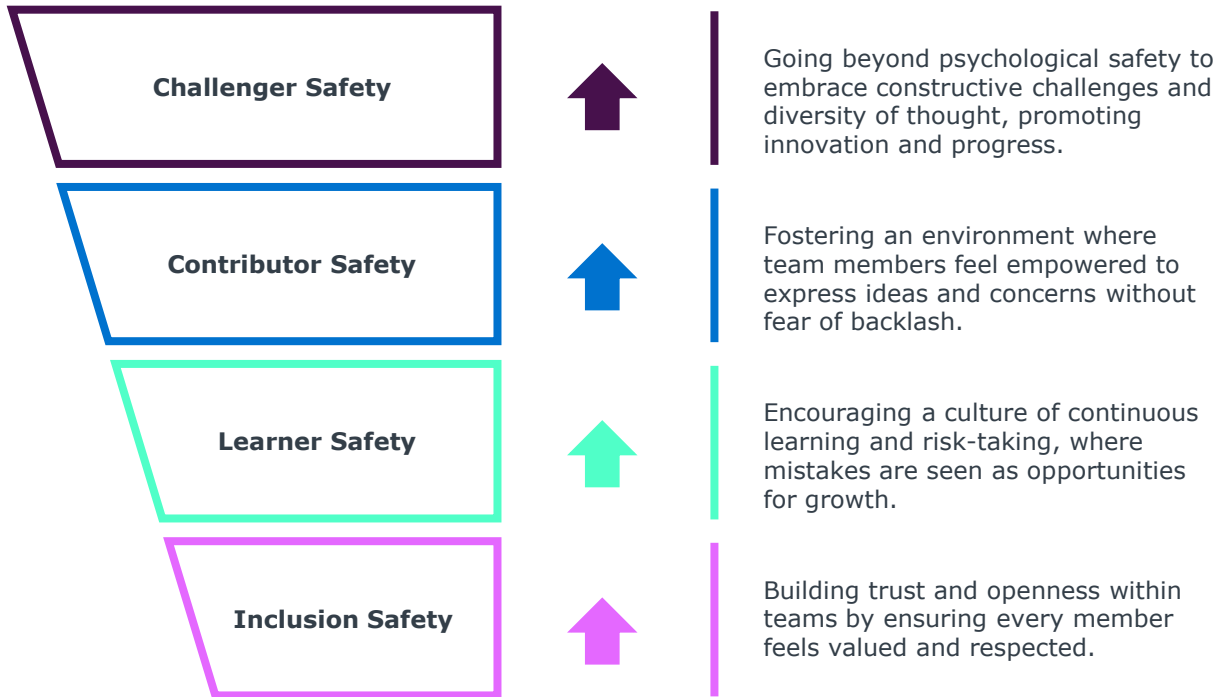


The intention-impact gap in psychological safety occurs when well-intentioned actions or words have unintended impacts on others, potentially hindering the creation of an inclusive and safe environment.



This misalignment between intention and impact can hinder the development of psychological safety within a team or organization.

Clark's Four Stages of Psychological Safety



Effective Psychological Safety Strategies



Presented By:

Shyama Venkateswar, Ph.D.

*Learning and Development Senior Director,
Seramount*

Poll

What elements of psychological safety do you feel already exist in your workplace? (Select top 3)

- I can share my ideas freely
- I feel my contributions are valued
- My manager leverages my strengths
- My workplace is free of verbal abuse
- My mistakes are not held against me
- I feel safe to be my authentic self at work
- I can voice dissent without retribution.
- None of the above

Other elements to add? Please type into the chat.

Poll

Where do you see opportunities for growth? (Select top 3)

- I can share my ideas freely
- I feel my contributions are valued
- My manager leverages my strengths
- My workplace is free of verbal abuse
- My mistakes are not held against me
- I feel safe to be my authentic self at work
- I can voice dissent without retribution.
- None of the above

Other elements to add? Please type into the chat.

“

I think the problem is people don't recognize the opportunity to make a difference. People assume - and this is a natural assumption - but they assume that because I'm not the boss there's nothing I can do. [But] how I show up matters. To my colleagues. To people below me. And above me. Anyone who comes in contact with me can be slightly influenced by how I see things.

”

Amy Edmonson, Ph.D.
Novartis Professor of Leadership and Management,
Harvard Business School

We All Have the Power to Build Greater Psychological Safety



Your Actions Create the Context for Other People's Experience

"The Looking Glass Self"

We use other's expressions like smiles or behaviors – like acknowledging us – reactions like listening or insulting – to define ourselves

You Impact Your Culture:

- As leaders and colleagues, we have the power to influence people to feel better or worse – day-to-day
- Civility lifts people whereas incivility pulls them down. It makes them feel small.
- It is a moral imperative to have a positive impact on other people's experiences

Toolkit

"Be a fountain, not a drain"



Always Give Credit



Be Generous With Your Time



Listen Intently



Be Vulnerable About Mistakes



Express Gratitude

Tips to Build Psychological Safety



Mindsets to Prioritize

Key Actions to Take

1

Approach Conflict With Intent to Problem Solve



Avoid triggering a fight-or-flight reaction by taking a collaborative approach, which prioritizes working towards a mutually desirable outcome.

2

Replace Blame With Curiosity



Blame and criticism reliably escalate conflict, leading to defensiveness and — eventually — to disengagement. The alternative to blame is curiosity. Adopt a learning mindset, knowing you don't have all the facts.

3

Speak Human to Human



Underlying every team's who-did-what confrontation are universal needs (competence, autonomy, respect, etc). Recognizing these deeper needs naturally promotes positive language and behaviors.

4

Ask for Feedback on Delivery



Asking for feedback on how you delivered your message illuminates blind spots in communication skills and models fallibility, which increases trust in leaders.

5

Measure Psychological Safety



Ask team members what could enhance their feeling of safety. In addition, routinely take surveys on psychological safety and other team dynamics.



1.

Think of an obstacle to psychological safety. What will you do proactively solve for this barrier?



2.

What tip or technique are you eager to implement?

Psychological Safety in Practice- TransUnion



A Conversation With:

Ronald Lynch

*Global Health & Wellness Program Manager,
VP of Peace of Mind IBG, TransUnion*



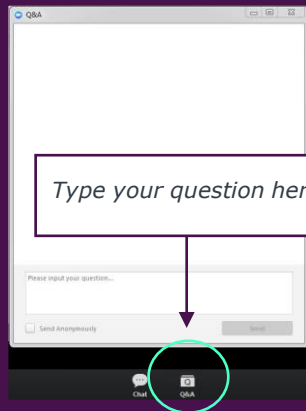
Q&A



Shyama
Venkateswar, Ph.D.



Moderator
Richelle Caday



Ronald Lynch



Kelli Frey, CPTD

How Else Can We Help?

Take Our Poll

I'm interested in...

- 1 Connecting with a Seramount expert to discover how our research on workplace inclusivity can elevate your HR and team-building strategies.
- 2 Receiving a copy of our *Fostering Psychological Safety Guide*
- 3 Signing up for our next webinar: *Shape a DEI Communications Strategy Built for Turbulent Times*
- 4 Something else? Let us know in the chat!

A Quick Ask



We value your feedback.

Please take a few minutes to **complete the short survey** using this QR code or the page that pops up at the close of this webinar.

Thank you!





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