

TEN WAYS TO FOSTER PSYCHOLOGICAL SAFETY IN THE WORKPLACE

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01

Reduce power gradients

Lower the visible power or status gap between people in the group.



02

Establish shared norms

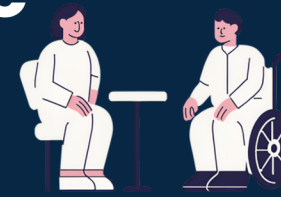
Create team/social contracts that clarify acceptable and unacceptable behaviours.



03

Listen effectively and give space

Expect, make space for and hear all voices, valuing their contributions.



04

Communicate with empathy

Make communicating clearly, intelligently and compassionately the norm.



05

Reward speaking up

Emphasise the value of speaking up, ensuring it becomes natural.



06

Frame work as experiments

Encourage continuous improvement and learning through experimentation.



07

Use retrospectives and futurespectives

Review past incidents and imagine future scenarios to intentionally learn from work.



08

Address problematic behaviour

Uphold agreed boundaries, addressing persistent issues swiftly and firmly.



09

Embrace differences

Recognise that psychological safety doesn't look the same for everyone.



10

Accept human error as normal

Prioritise improving environments, tools, and systems over blaming individuals.



These are based upon years of practice and research in teams and organisations around the world. Find out more at psychsafety.com