PSYCHOLOGICAL SAFETY: THE FOUNDATION OF COOPERATION, CREATIVITY AND CONNECTION

CADRE SYMPOSIUM OCTOBER 28-29, 2021

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1

WELCOME, INTRODUCTIONS, REVIEW AGENDA

- Welcome and Introductions
- Review the agenda
- Together we are Better
- Project Aristotle
- Turn Taking and Active Listening
- Social Sensitivity
- Wrap-up

2

TOGETHER WE ARE BETTER



Research was conducted with over 180 teams over two years and they found:

They found their assumptions about what they would find were incorrect. High performing teams are not founded on the right blend of complimentary hard skills.

High performing teams are, in fact, founded on a balance of human centered traits.

Psychological safety was at the top of the list every time.

Equal turn taking and above average social sensitivity (EQ) were the most important qualities of the effective teams and contribute to psychological safety.

Agreed upon norms were also important.



5

4

It is the shared belief held by members of a team/group that the team is safe for interpersonal risk taking.

A sense of confidence that the team will not enharrass, reject or humiliate someone for speaking. Every idea is considered. There is a five flow of ideas. Mistakes are seen as learning opportunities.

The team climate is characterized by interpersonal trust and mutual respect and people feel comfortable being themselves.

There is turn taking and above average emotional intelligence and social sensitivity.

PRACTICES TO PROMOTE A CULTURE OF PSYCHOLOGICAL SAFETY

- Show respect and consideration to other team members
 Attend to what each individual contributes to the group.
- Nurture contrasting viewpoints. Agreement is not mandatory. Respectful disagreement is a core value.
- Use supportive language
- Express feelings.
- Get to know one another.

 Ask for help. Seek feedback. Try new things. Reflect on results.
- Admit mistakes and know that it will be okay.

7

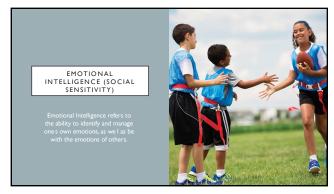
THE IMPORTANCE OF BEING HEARD: TURN TAKING



8

CORE OF COMMUNICATION-LISTENING FROM A PLACE OF CURIOSITY

- · Listen to understand (not to respond)
- EVERYONE is heard. Take Turns.
- Be curious (want to know more). Okay with silence and/or emotions.
- $^{\circ}\,$ Ask open ended questions (for understanding, clarity, more information).
- Explore other approaches.
- Notice own emotions.
- Be present.



10

SOME IDEAS FOR ASKING GOOD QUESTIONS

- Let me make sure I got this...
- Tell me more about how **you feel** about this. Tell me more about....
- Can you help me understand?
- Help me understand your perspective.
- I want to thank you for being willing to discuss this hard issue with me/us.
- What would it look like if this were not resolved?
- What other ideas do you have regarding this matter for our group?

· AVOID:

Questions that can only be answered with a

Avoid a question that begins with why.

Avoid questions that seem to take a side.

Telling the team what to do. DO:

Ask for stories where appropriate.

Identify their need. Ask.

Help set the stage.

Encourage discussions about mistakes.

11

WORKING IN A TEAM ACTIVITY AND DEBRIEF



