Building Psychological Safety and Wellness @ Work

Facilitated by:
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Welcome
I'm out of bed and I made it to the keyboard. What more do you want?
The Mantras:
ON-THE-JOB SAFETY BEGINS HERE

THIS LOCATION HAS OPERATED 176 DAYS WITHOUT A LOST TIME ACCIDENT

A Safe Workplace is Everyone’s Business. Thank You for Making it Yours.
Paradigm

See

Get

Do

Result

Behavior

Principle
two words
Engagement

Culture
A definition

ENGAGEMENT

mutual commitment between an organization and an employee...the organization helps the employee meet his/her potential and the employee helps the organization meet its goals
And another..............

CULTURE

...an organization’s spoken and unspoken values, norms and systems
Attention

Intention
Engagement: MOVE THE MIDDLE!
People leave managers not companies.

~Marcus Buckingham
70%
The Biggest Mistake Organizations Make
Need more proof?

1) Cost of turnover (it is usually higher than you might believe)

2) Cost of ROAD warriors (they might not be what you think)
Quick Tip
Trust
(Trusting & Trustworthy)
Honest
Positive
Caring
Listens
DANA FARB, 39, OVERDOSE KILLED MINIST,}

When 39-year-old Dana Farber Cancer Institute breast cancer, it seemed like a sense of cancer care. In fact, the Boston Globe health overdose of a powerful heart, causing it to fail suddenly....

3/23/1995
Amy C. Edmondson, Ph.D.
Harvard Business School
Psychological Safety – The belief that the work environment is safe for interpersonal risk-taking.

Psychological Safety exists when people feel their workplace is an environment where they can speak up, offer ideas, and ask questions without fear of being punished or embarrassed.

Here is Amy.................
“It is clearly better for people to ask questions or raise concerns and be wrong than it is for them to hold back, but most people don’t consciously recognize that.”

~Amy Edmondson, The Fearless Organization
How Safe are US Airlines?

- **1990-2001**
  - 129 deaths per year
  - 9.3 million flights per year
  - Rate = 13.9 deaths per million flights

- **2002-2010**
  - 18 deaths per year
  - 10.6 million flights per year
  - Rate = 1.74 deaths per million flights

= 87% ↓

Source: South Carolina Organization of Nurse Leaders (SCONL) and The Joint Commission, October 15, 2013
Now What?!!
Setting the Stage

Inviting Participation

Responding Productively

Source: Amy Edmondson, The Fearless Organization
The Leader’s Tool Kit for Building Psychological Safety

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| Leadership Tasks | **Frame the Work**  
• Set expectations about failure, uncertainty and interdependence to clarify the need for voice | **Demonstrate Situational Humility**  
• Acknowledges gaps | **Express Appreciation**  
• Listen  
• Acknowledge and thank |
| | **Emphasize Purpose**  
• Identify what’s at stake and for whom | **Practice Inquiry**  
• Ask good questions  
• Model intense listening | **Destigmatize Failure**  
• Look forward  
• Offer help  
• Discuss, consider and brainstorm next steps |
| | **Set up Structures and Processes**  
• Create forums for input  
• Provide guidelines for discussion | | **Sanction Clear Violations** |
| Accomplishes | Shared expectations and meaning | Confidence that voice is welcome | Orientation towards continuous learning |

~Amy Edmondson, *The Fearless Organization*, Table 7.1, p. 159
MANTRAS
SET THE STAGE
“Expectation is the root of all heartache”

- Shakespeare
Tactical

Affective
Here is an example.
Love what you do.
- Play well with others.
- Play by the rules.
- Share what you know.
- Be a good example.
- Lend a helping hand.
- Be adventurous & creative.
- Listen more than you talk.
- Do what you say you’re going to do.
- Smile—it’s free.
- Give back.

Remember
Our Customers are the reason we are here.
PEOPLE CAN'T LIVE UP TO THE EXPECTATIONS THEY DON'T KNOW HAVE BEEN SET FOR THEM

~ Rory Vaden
“I set clear expectations.”
Inviting Participation
“The deepest hunger of the human heart is to be understood.”
...the conversation is the relationship...

~ Susan Scott
1. Look people in the eye
2. Wait until someone is truly done speaking to respond
3. Pay attention to non-verbal cues
4. Ask better questions
5. Create space for reflection
6. Notice the speaking/listening ratio
Is anyone listening?
“I listen first to understand.”
Responding Productively
The first thing for any leader is to inspire trust.
~ Doug Conant
+30,000
little >>>>>>>>>> big
Trust is built in very small moments.

~ Brenè Brown
Thank you
“I give thanks genuinely and often.”
So..........................
The ability to learn is the most important quality a leader can have.

— Padmasree Warrior —
Thank You!

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