

# Psychological Safety, Trust & Empowerment

## Key Takeaways

1

A team is psychologically safe when all members feel safe to take interpersonal risks and feel valued by the team.

2

Setting the Stage: A 3-Step Process of Framing the work, Inviting participation, Responding productively

3

Building Psychological Safety: The 4-Stage Framework: Inclusion, Learner, Contributor, Challenger Safety

## Accountability + Psychological Safety = High Performance



### Apathy Zone:

Individuals struggle to care about their work. Lacking communication and support.

### Comfort Zone:

Relaxed atmosphere but lacks push for creativity and growth.

### Anxiety Zone:

Communication breakdown, fear of punishment or humiliation.

### Learning Zone:

High innovation and growth. Members are responsible for actions with continuous support.

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### Set the Stage: A 3-Step Process



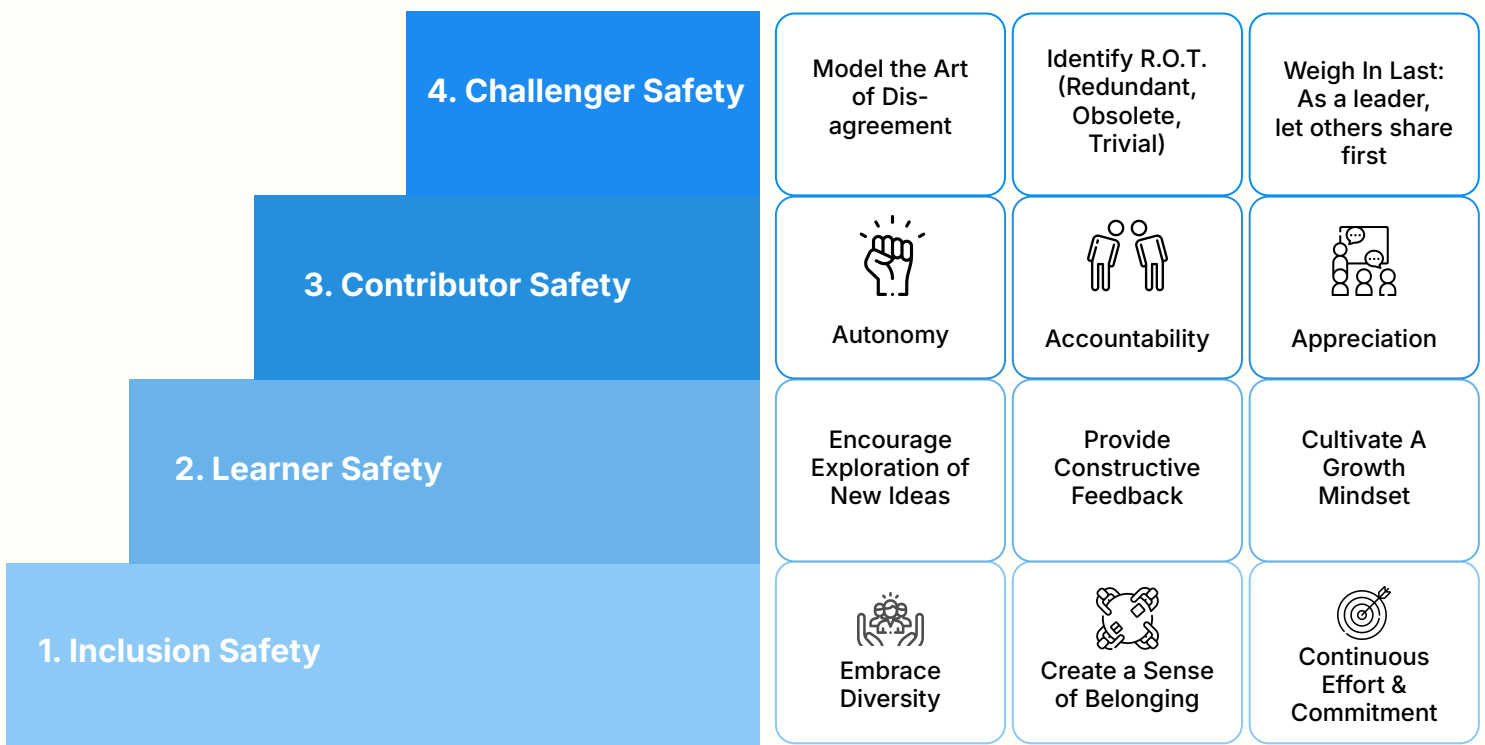
## The 4 Stages of Psychological Safety



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### Strategies To Build The 4 Stages



### Tip: Building Trust Within Teams

Replacing "How are you?" with

"What made you **smile** today?"

"What did you do to **take care of yourself** this week?"

"What do you **wish you did more** today?"

"What are you **most excited** for this week?"

"When did you feel **appreciated** or **understood** this week?"

"If you could do any part of today **over again**, what would it be?"



**Build trust by intentionally getting to know each other on a personal level**