

Psychological Safety, Trust & Empowerment

"There is no team without trust." – Paul Santagata, Head of Industry at Google.

Most psychological safety training fails for one reason: it teaches what psychological safety is instead of how to create it in the next conversation. This 3-hour workshop keeps the same fundamentals but grounds every section in a behaviour participants can run tomorrow.

Learning Objectives

- Understanding psychological safety as a set of daily behaviours, not just a definition
- Understanding the four stages of psychological safety and how each one breaks down in real workplace situations
- Application: Practise the 3-Step Framework in real, unscripted scenarios and commit to one behaviour to change this week

Content Outline

The Fundamentals of Psychological Safety

- Introduction to Psychological Safety
- The Importance of Building Safe and Inclusive Workplaces
- Accountability + Psychological Safety = High Performance
- How Can You Build Trust Within Your Team?
- *Activity: Where Safety Breaks Down*

Setting The Stage: A 3-Step Process

- Frame The Work
- Inviting Participation
- Responding Productively
- *Activity: Build a Psychologically Safe Conversation*

Fostering Psychological Safety In The Workplace

- The 4 Stages of Psychological Safety - Inclusion, Learner, Contributor & Challenger Safety
- *Activity: Psychological Safety Journey*

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(A collaboration between Intellect × Storyboard Asia)

Available in-person in Singapore only

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Psychological safety is widely understood but rarely felt. This 3-hour workshop flips the usual sequence: instead of teaching the concept first, participants experience it through carefully designed applied improvisation, and only then does the evidence-based content give them the language to name what just happened. Together, participants don't just discuss psychological safety, they build it, live, with the people they work with every day.

Learning Objectives

- Understanding what psychological safety feels like, not just what it means — experienced through live improvisation
- Understanding the four stages of psychological safety through exercises that surface your own automatic responses under social pressure
- Application: Practise the 3-Step Framework in real, unscripted scenarios and identify one behaviour to take back to your team

Content Outline

The Fundamentals of Psychological Safety

- Introduction to Psychological Safety
- The Importance of Building Safe and Inclusive Workplaces
- *Activity: Warm-up improvisation*
- Accountability + Psychological Safety = High Performance
- How Can You Build Trust Within Your Team?
- *Activity: Three-Round Pairs*

Setting The Stage: A 3-Step Process

- Frame The Work
- Inviting Participation
- Responding Productively
- *Activity: Improvisation exercises*

Fostering Psychological Safety In The Workplace

- The 4 Stages of Psychological Safety - Inclusion, Learner, Contributor & Challenger Safety
- *Activity: Improvisation exercises and scenarios to demonstrate psychological safety*