

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



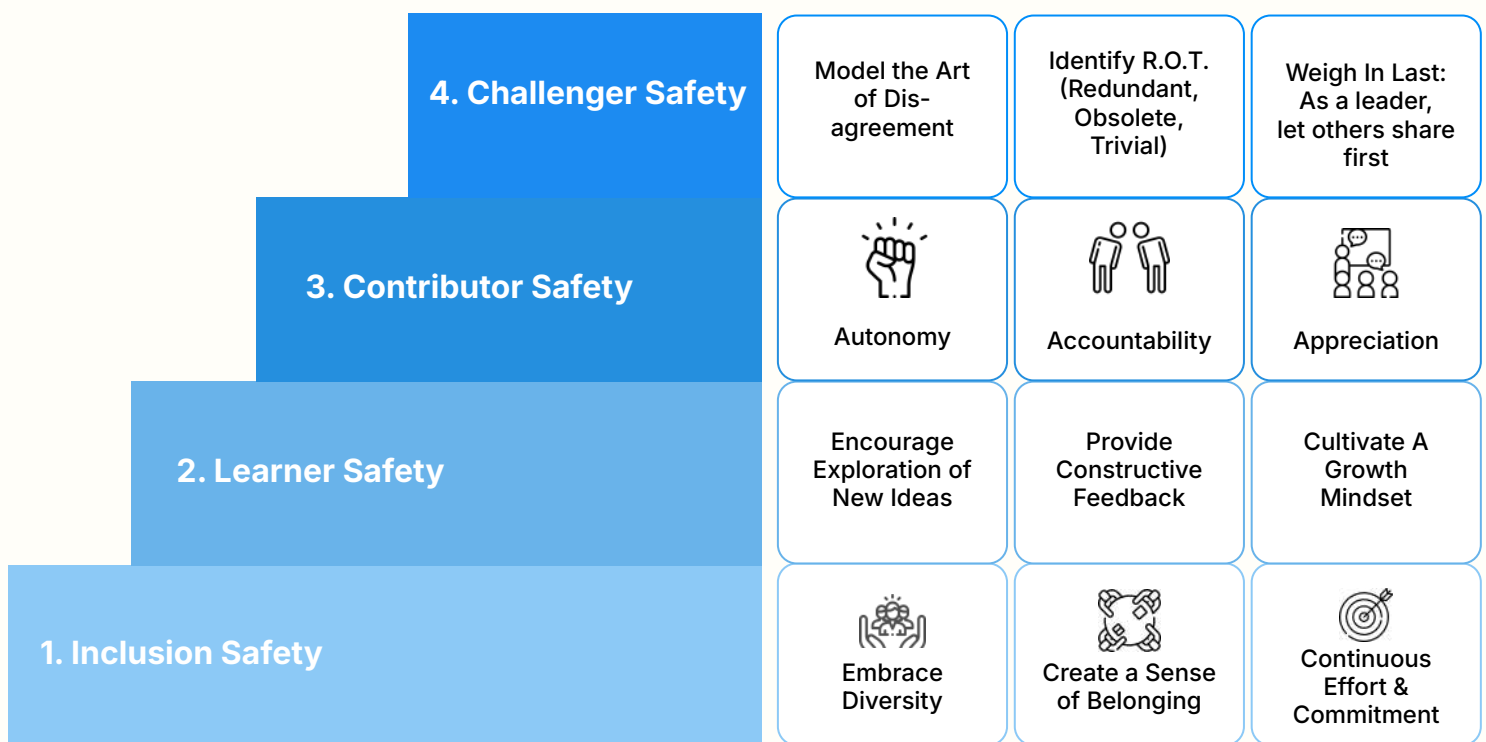
The 4 Stages of Psychological Safety



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Key Takeaways

Strategies To Build The 4 Stages



Tip: Questions to Build Trust



"What made you smile today?"

(replaces 'How are you?' with something real)



"What are you most excited for this week?"

(shifts the focus forward)



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

(invites a real moment, not a status update)