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PowerPoint Slides  
for Live Webinar

# Psychological Safety in the Workplace

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WE BELIEVE THAT EVERYONE SHOULD BE ABLE TO LIKE WHERE THEY WORK.

# WEBINAR OUTLINE

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1. The importance of psychological safety at work
2. What makes a workplace psychologically safe
3. Three factors that contribute to psychological safety:
  - I. Organizational culture
  - II. Civility and respect
  - III. Involvement and influence
4. What employers and employees can do

# LEARNING GOAL

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What is your learning goal for this webinar?



# MY GOALS

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To help you:

- Become clear on the benefits of psychological safety in your workplace
- Recognize the 13 factors that contribute to psychological safety at work
- Learn strategies for creating a more psychologically safe workplace

# WHAT IS A PSYCHOLOGICALLY SAFE WORKPLACE?

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- Psychologically safe workplace actively strives to prevent psychological harm to an employee's psychological health
- Includes preventing any negligent, reckless, or intentional acts that may cause psychological harm



# WHAT IS A PSYCHOLOGICAL SAFE WORKPLACE?

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- Interactions between colleagues, working conditions, organizational practices and policies, and culture characterize a psychologically safe workplace



# POLL: WHAT CONTRIBUTES TO PSYCHOLOGICAL SAFETY?

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Which of the following contributes to psychological safety at work?

- Taking your allowed breaks
- Attending fewer meetings
- Having the equipment to do your job
- Having access to mental health resources

# WHY IS PSYCHOLOGICAL SAFETY IMPORTANT?

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- **Motivated employees:** Staff perform at their best when an organization cares about their psychological safety.
- **Greater attraction and retention:** A psychologically safe workplace attracts and keeps talented workers.





# WHY IS PSYCHOLOGICAL SAFETY IMPORTANT?

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- **Reduction of harm:** Attention to psychological safety reduces the risk of mental and physical harm.
- **Greater ability to cope with change:** The feeling of being valued and respected builds resilience.



# 13 FACTORS – TODAY WE FOCUS ON 3

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- 1. Organizational culture**
2. Psychological & social support
3. Clear leadership & expectations
- 4. Civility & respect**
5. Psychological demands
6. Growth & development
7. Recognition & reward
- 8. Involvement & influence**
9. Workload management
- 10. Engagement**
- 11. Balance**
- 12. Psychological protection**
- 13. Protection of physical safety**

# FACTOR 1: WORKPLACE CULTURE

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- Describes the norms, values, beliefs, meanings, and expectations that employers and employees hold.
- Organizational culture can enhance or diminish psychological and social support in the workplace.



# IN A PSYCHOLOGICALLY SAFE WORKPLACE CULTURE...

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- People are accountable for their actions
- People demonstrate respect for other people's ideas and beliefs
- People are an essential part of the workplace community
- Challenging situations are managed promptly



# WHAT ABOUT YOUR WORKPLACE?

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- Take a moment to reflect and respond in the chat:
  
- **How many of these are present in your workplace?**



# 3 STRATEGIES FOR IMPROVING ORGANIZATIONAL CULTURE

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1. Create a values statement
2. Focus on people
3. Provide meaningful work



# CREATE A VALUES STATEMENT

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- A values statement is a powerful mechanism for organizational change.
- Organizational values are the principles, standards, and actions considered worthwhile.





# CREATE A VALUES STATEMENT

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## Example:

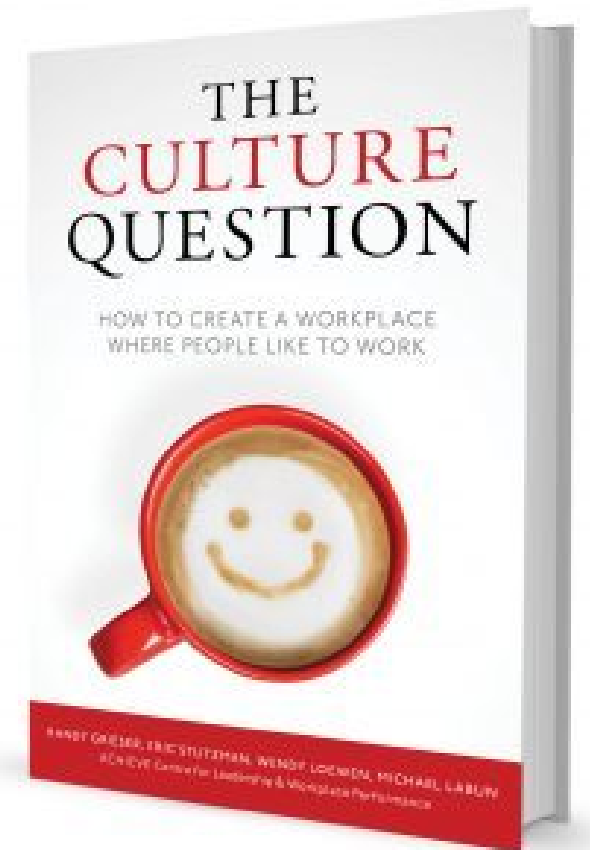
Our workplace believes that creating and sustaining a psychologically safe workplace will add to the success and viability of our business. We pledge to support our staff's mental, emotional, and psychological well-being to maintain a workplace consistent with our larger values, mission, and priorities.



# FOCUS ON PEOPLE

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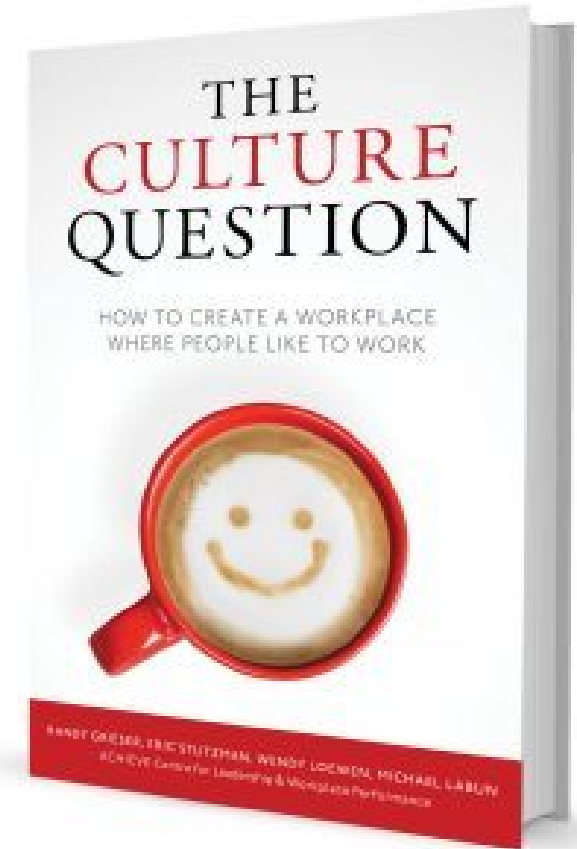
- How employees feel about their workplace is shaped by how well their leaders relate to them.
- How leadership interacts with staff in a positive manner – like showing appreciation, providing positive feedback, and/or doing something kind – is essential



# PROVIDE MEANINGFUL WORK

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- People enjoy projects and tasks that inspire them and align with their strengths, especially if they promote growth.
- Ensure your hiring process identifies innate talent and provides staff with opportunities to work on projects that bring satisfaction.



# FACTOR 4: CIVILITY AND RESPECT

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- Civility and respect is the appreciation, care, and consideration people show each other.
- Respectful interactions mean respect/civility between colleagues as well as with customers, suppliers, and the public.



# CHARACTERISTICS OF A RESPECTFUL WORKPLACE

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- Communication is kind, open, and empathetic.
- There are conflict management processes.
- There is zero tolerance for uncivil and disrespectful behaviour (e.g., harassment and bullying).



# REFLECTION

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- Think of a time when you experienced a lack of civility and respect at work.
- How did this affect your work performance and/or job satisfaction?



# FACTOR 8: INVOLVEMENT AND INFLUENCE

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- Occurs when employees are included in discussions concerning their roles and tasks
- Employees experience psychological well-being when they are consulted on job decisions, team activities, and workplace decisions



# CHARACTERISTICS OF INVOLVEMENT AND INFLUENCE

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- Employees have some control over how they organize their work
- The organization encourages employee input on decisions related to their role and tasks
- Employees are informed of organizational decisions and changes



# INVOLVEMENT AND INFLUENCE IN YOUR WORKPLACE

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Which of the following apply to your workplace? Use annotate.

- I am invited to collaborate on changes to my work tasks.
- I am kept informed of changes happening in the workplace.
- I am listened to when I voice a concern or ask a question.
- I have some measure of control over how I perform my work.



# PSYCHOLOGICAL SAFETY ASSESSMENT TOOL

Use ACHIEVE's Workplace Psychological Safety Assessment to evaluate how well your organization supports the psychological well-being of employees.

## INSTRUCTIONS

Respond to each of the following statements, rating each on a scale of 1 to 5. A "1" indicates you strongly disagree with the statement. A "5" indicates you strongly agree. Once you have rated each statement, total your ratings.

	1: Indicates you strongly disagree	5: Indicates you strongly agree
01	My colleagues respect my ideas, beliefs, and values.	
02	I feel like I am part of a safe community when I go to work.	

# PSYCHOLOGICAL SAFETY ASSESSMENT TOOL

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- Based on the 13 factors of psychological safety (Mental Health Commission of Canada)
- Purpose is to assess how well an organization supports the psychological well-being of its staff
- Identifies areas of weakness and strengths



# WALKING THE TALK: EMPLOYERS

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- Speak openly about mental health.
- Train staff to recognize signs of a psychologically unsafe workplace
- Communicate/enforce a zero-tolerance code of conduct for interpersonal behaviour
- Can you think of others?



# WALKING THE TALK: EMPLOYEES

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- Take breaks, practice mindfulness, and express gratitude to others
- Engage in “positive gossip”
- Be open to diverse beliefs and show respect
- Be an advocate for mental health in the workplace



# SUMMARY

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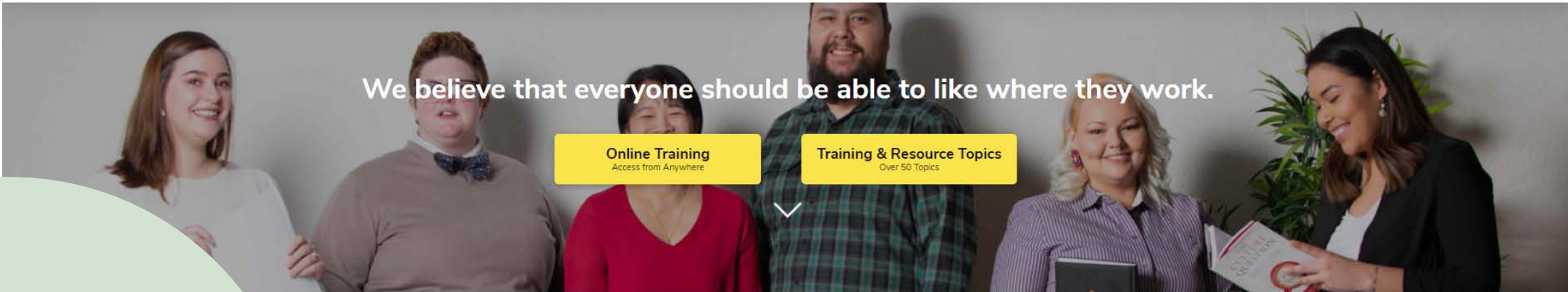
- Psychological safety at work is essential
- Both employers and employees have a role to play
- Build a workplace that makes people happy and proud



# ADDITIONAL RESOURCES

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- Guarding Minds at Work (<https://www.guardingmindsatwork.ca>)
- National Standard of Canada for Psychological Health and Safety in the Workplace (the Standard)  
<https://www.mentalhealthcommission.ca/English/what-we-do/workplace/national-standard>
- Workplace Health and Well-Being Promotion - Getting Started  
[www.ccohs.ca/oshanswers/psychosocial/wellness\\_program.html](http://www.ccohs.ca/oshanswers/psychosocial/wellness_program.html)



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- Other Public Workshops
- On-Location Training
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