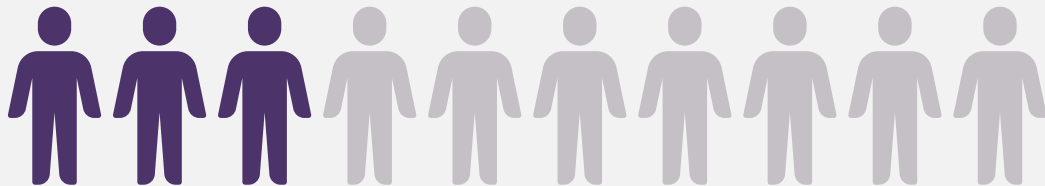


# Building a psychologically safe workplace

Teams work best when every staff member is treated with equality and feels safe to participate in the workplace.

But what happens if some employees don't feel safe or comfortable to speak up, share concerns or suggest ideas?

When workplace psychological safety is lacking, it can mean that employee productivity, innovation and motivation decreases.



According to data from Gallup, only 3 in 10 employees feel their opinions at work count.

## What impacts psychological safety?

Workplace gossip

Bullying or intimidation

Lack of accessible information

Low recognition and reward

Lack of emotional support

Poor organisational change management

Low role clarity

Poor leadership

# 6 steps for psychological safety

1

## FACILITATE DISCUSSIONS

Ask team members questions, invite open dialogue and be aware of anything that might prevent them from sharing their viewpoints.

## DON'T MOVE ON TOO FAST

Some employees might take longer than others to share openly. Give all team members time to organise their thoughts and formulate a response.

2

3

## ACTIVE ENCOURAGEMENT

Value new ideas that are put forth and show appreciation for different insights.

## SET THE TONE

Show that it's alright to be vulnerable at work and celebrate failures as learning experiences so employees feel comfortable making their own mistakes and taking risks.

4

5

## AFFIRMATIVE LANGUAGE

Avoid words like can't, don't and not. For example: instead of 'I don't know', try 'Let me find out'; instead of 'sorry to ask this', try 'thank you for helping me'.

## DIFFERENT WAYS TO GIVE FEEDBACK

Consider the different ways people may be comfortable to share thoughts. Don't just rely on meetings and verbal interaction - encourage people to share thoughts and feedback through emails or online systems.

6