

HRA of Southern Maine Psychological Safety & Diversity at Work





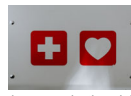
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What is Psychological Safety?

Psychologically safe environments exude “a sense of confidence that the team will not embarrass, reject or punish someone for speaking up”.

“A shared belief held by members of a team that the team is safe for interpersonal risk-taking.”



Source: Edmondson, A. C. (2018). The fearless organization. John Wiley & Sons

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Psychological Safety is Being Able to

 Give and receive feedback ✓	 Ask difficult questions ✓
 Raise issues and concerns ✓	 Ask for help ✓
 Disagree ✓	 Offer solutions to problems ✓
 Ask for clarification ✓	 Admit errors ✓

Source: Symonds Research (2021, March 24). <https://symondsresearch.com/psychological-safety/>

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Benefits of Psychological Safety

 Better learning, innovation and adaptability (vital in a volatile, uncertain, complex and ambiguous socio-economic reality)	 More efficient problem-solving
 Higher creativity levels	 More staff engagement and job satisfaction
 Stronger staff's morale	 Higher productivity

Source: Symonds Research (2021, March 24). <https://symondsresearch.com/psychological-safety/>

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3 Ways Anyone Can Build Psychological Safety

1. Frame the work as a learning problem, not an execution problem
2. Acknowledge your own fallibility
3. Model curiosity



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3 Ways Leaders Can Build Psychological Safety

1. Frame the work
 - Adding meaning to the work
 - Reminding people of the uncertain work
2. Model fallibility
 - "I may miss something. I need your help."
 - Invite Input
3. Embrace messengers
 - Thank them



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Factors That Drive Psychological Safety



Source: Symonds Research (2021, March 24). <https://symondsresearch.com/psychological-safety/>

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Team Diversity & Under-Representation

The presence of differences that may include:

Race	Gender	Sexual orientation
Religion	Ethnicity	Nationality
Language	[Dis]ability	Socioeconomic status
Age	Veterans	Political perspective

And so many other attributes



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Employees who are Under-Represented on their Team:

- May feel like they do not belong
- May not feel included
- May be surviving vs thriving
- May feel less safe being authentic



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Ways to Build Psychological Safety for Diverse / Under-represented Employees

- Allyship / advocacy
- Empathy
- Acknowledge and celebrate differences
- Practice active listening
- Create safe spaces for people to speak up
- Acknowledge and accept internal biases

Source: University of South Florida, Muma College of Business. (n.d.) Diversity, Equity and Inclusion in the Workplace Certificate Program. [Power Point slides]. <https://www.usf.edu/business/certificates/diversity-equity-inclusion/index.aspx>

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Thank You & Stay in Touch

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