

Toolkit

Psychological Safety



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Welcome to your Psychological Safety Toolkit.

What is a Toolkit?

A set of practical activities and conversation starters to facilitate with your team to keep important topics on the agenda.

How many colleagues could you train at one time?

Ideally groups of 2 - 15 learners, although many activities can be adapted for one-to-ones too.

When can you run the session?

As part of formal training session, during a team meeting, induction, or one-to-one development.

Where can you hold the training?

Online using a platform that has breakout room capability, in a training room, in the office, or on-the-job.

Who could attend these sessions?

Content is suitable for use with colleagues from any function or level, including new starters.

How long do I need?

Activities are typically 20-60 minutes duration.

Can I customise the content?

You can easily relate the learning to your own organisation's policies, processes, and guidance, as appropriate. An action planning sheet has been included to help learners record at least three role-specific actions at the end of every session.



Preparation

Before running a session...

Prepare:

- Familiarise with the session's objectives, topics, and materials. Ensure you understand the learning outcomes and feel comfortable to guide the discussion.
- Collect any necessary materials, such as slides, handouts, or video content or tech.
- Consider potential questions that might arise during the session and digest the supporting information included in the toolkit.

Communicate:

- Reach out ahead of the session to let your team know what topics you intend to discuss, giving them an opportunity to ask questions or share any concerns.
- Optionally you can share the activity links with people beforehand so they can familiarise with the topic ahead of time.

Position:

- Ensure all participants know the role they play in creating a 'safe space' (respectful, non-judgmental and confidential) for everyone to share thoughts and feelings and to learn together.
- Create an opportunity for individuals to reach out following the session to ask questions or share thoughts privately if preferred.

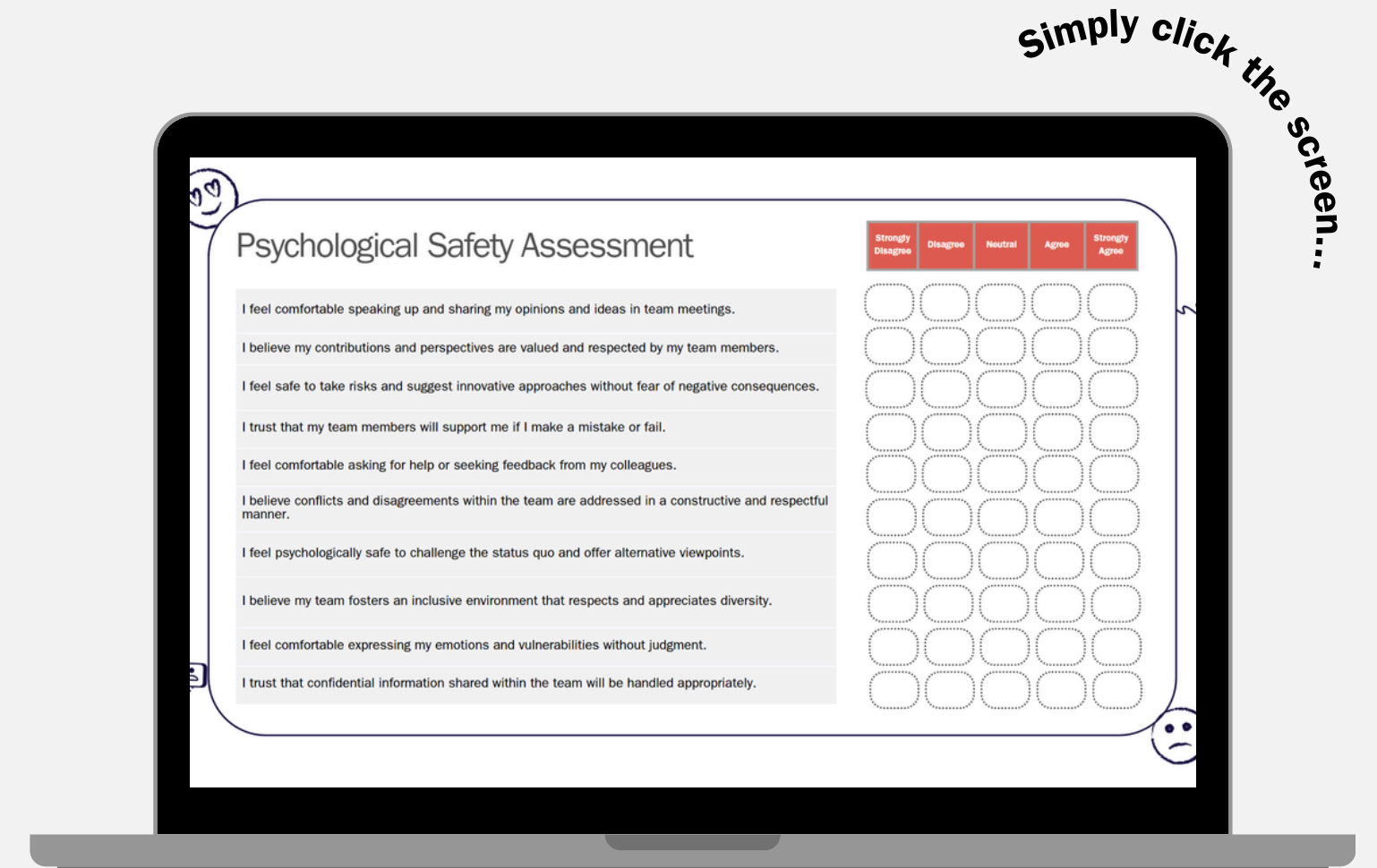


ACTIVITY #1 PSYCHOLOGICAL SAFETY ASSESSMENT

SHARE



Follow the instructions on the next page →



Instructions

20-30 min activity

Share the activity link and let's get started...

Familiarise yourself with the concept of psychological safety: Psychological safety refers to an environment where individuals feel safe to speak up, share ideas, take risks, and be themselves without fear of negative consequences.

Introduce this session with these step-by-step instructions before circulating the link to the activity on the following page:

1

Circulate the questionnaire to participants on the activity link, and ask them to read each statement carefully, before rating the extent to which they agree or disagree.

They should consider each statement in the context of their team or department's dynamics, communication, collaboration, and risk-taking environment.

(Activity link / QR Code can be found on page 4).

2

Once they have completed the questionnaire, review the responses together and discuss the overall score.

3

Split the group into teams of 3 people and ask them to identify areas where psychological safety is strong and areas where improvement may be needed. Allow 10 minutes.

4

Bring the groups back together and discuss the outcomes.

Create an action plan for your team, considering specific strategies, initiatives and interventions to promote open communication, trust and collaboration. Make a team action plan poster or document that everyone can see/access.

After the questionnaire

After conducting the Psychological Safety Assessment Questionnaire with your team, it's important to follow up to address the findings and promote a psychologically safe environment.

Here's a suggested approach for the follow-up:

- Review and analyse the responses from the questionnaire. Identify any patterns or trends that emerge and pay attention to areas where improvement is needed.
- Communicate the overall results of the questionnaire to the team, while respecting the confidentiality of individual responses. Present the findings in a way that highlights both strengths and areas for growth.
- Organise a team meeting or workshop to discuss the results. Encourage open and honest dialogue where team members can share their perspectives on the findings. Create a safe space for individuals to express concerns or suggestions for improvement.
- Collaboratively identify actionable steps to enhance psychological safety within the team. Encourage team members to contribute ideas and solutions. Focus on specific areas where improvement is needed and develop strategies to address them.
- Assign roles and responsibilities for implementing the identified actions. Ensure that each team member understands their role in fostering a psychologically safe environment and encourage accountability.
- Regularly review and monitor progress on the identified actions. Keep the conversation about psychological safety open and ongoing. Celebrate achievements and address any setbacks or challenges that arise.

Encouraging psychological safety is an ongoing process. It requires continuous effort and commitment from everyone on the team.

By following up and acting based on the questionnaire results, you can create a supportive and inclusive work environment where team members feel comfortable to express themselves, take risks, and collaborate effectively.

ACTIVITY #2

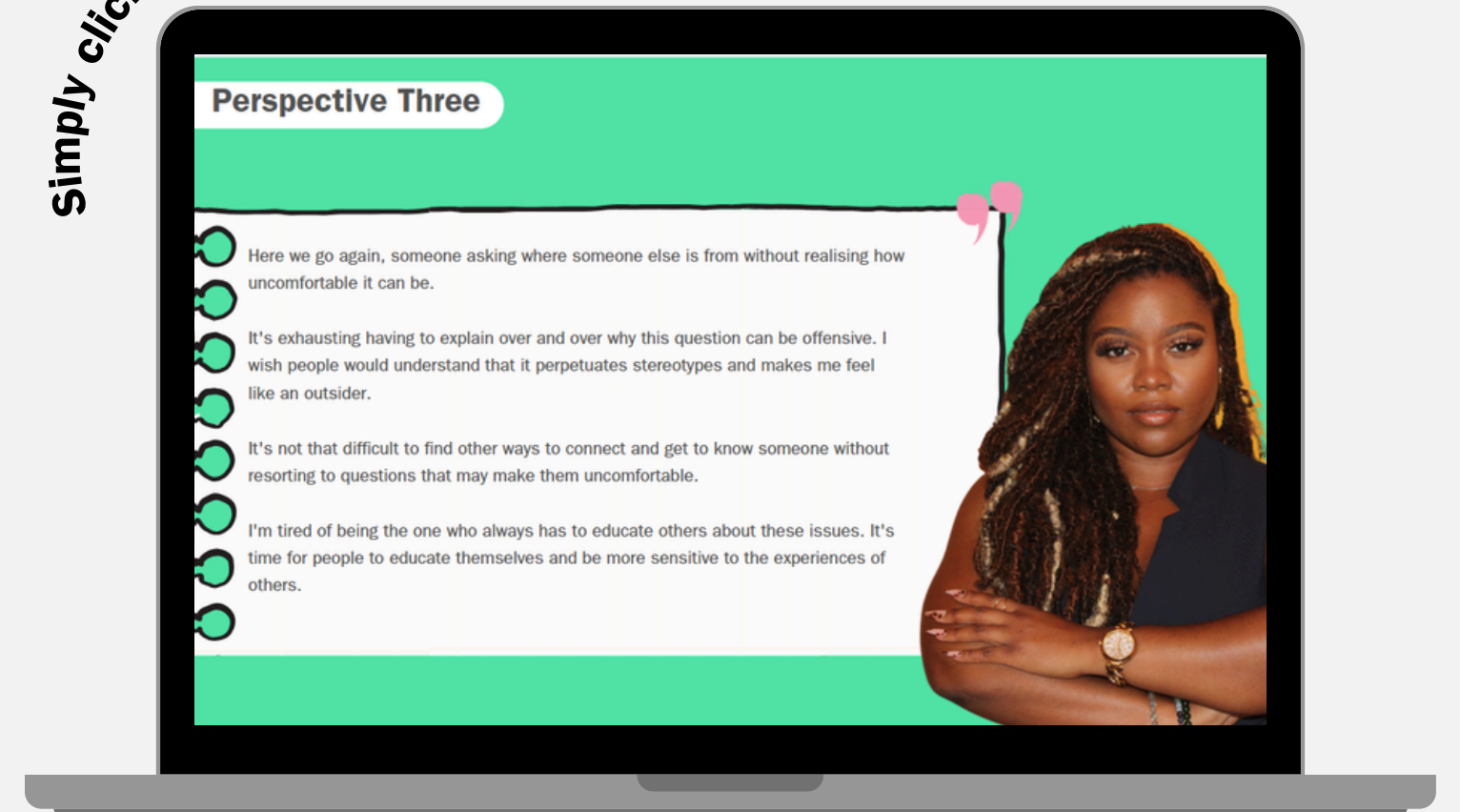
BUILDING BRIDGES

SHARE



Follow the instructions on the next page →

Simply click the screen...



Share the activity link and let's get started...

Explain that the purpose of this activity is to practice perspective taking and inquiry techniques. When a conflict arises, there are usually at least two perspectives on the situation. It's easy to overlook another's perspective, but this means we miss out on truly understanding each other and bridging perception gaps. We're going to see how we can practice more empathic communication to increase awareness and understanding within a conflict.

Introduce this session with these step-by-step instructions before circulating the link to the activity on the following page:

1

Split the group into four and give each group one of the 4 'perspectives' of the same situation on the activity link.

Instruct groups to read and discuss their scenario, putting themselves into the shoes of the character. Encourage them to think about the thoughts, feelings and motivations of the character.

(Activity link / QR code can be found on page 7).

2

After participants have had time to understand their assigned perspectives, bring the groups back together and explain they are connected by the same conflict.

Each group will ask the next group open questions to understand their perspective on the conflict, e.g., group 1 will ask group 2, group 2 will ask group 3, group 3 will ask group 4, group 4 will ask group 1.

Provide the handout for perspective taking and inquiry techniques to support with their questions which is in the activity link.

3

Discuss the challenges and insights gained from the activity.

Ask participants to share how adopting different perspectives and using inquiry techniques helped them bridge gaps in communication.

Ask participants to reflect on their key takeaways and any actions they can put into practice following the exercise.

Your Action Plan

One thing I will stop doing...

One thing I will start doing...

One thing I will do differently...

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