

PSYCHOLOGICAL SAFETY

WHAT DIFFERENCE DOES IT MAKE?

Researchers from Harvard Business School have identified **FOUR** ways that **PSYCHOLOGICAL SAFETY** helps organizations:*

For example, **psychological safety**:

- Unlocks **individual performance**
- Overcomes barriers to **effective teamwork**
- Enhances **innovation**



HELPS GET THINGS DONE



FOSTERS LEARNING

- Decreases **fear of sharing mistakes** or **seeking feedback**, so increases chances of **gaining new knowledge**
- Encourages **creativity**
- Helps workers **speak up** to ask questions or share concerns



IMPROVES WORK EXPERIENCE

- Increases **engagement** and **job satisfaction**
- Bolsters **coping** with **stress and strain**
- Creates an **inclusive** climate



IMPROVES LEADERSHIP

Leadership skills that enhance psychological safety include:

- **Listening** with positive intent toward speaker
- **Transparency** - sharing **relevant information**, being **open to feedback**, being forthcoming about **motives** and **reasons behind decisions**

*Edmondson, A. C., & Bransby, D. P. (2023). Psychological safety comes of age: Observed themes in an established literature. *Annual Review of Organizational Psychology and Organizational Behavior*, 10, 55-78.

