

Psychological Safety at Work

In a Psychologically safe workplace, people
are not hindered by interpersonal fear

Amy Edmondson

WWW.DRELAINESMITH.COM

My Story (very briefly)

My initial career choice was in Human Resources.

I worked in a few human resources departments during and after university, and I found it fascinating. I grew up in a very business orientated house and probably knew more than the average ten year old about good and bad leadership practice (and pensions). I continued to study psychology and qualified as a Clinical Psychologist in 2016.

I feel that, in many ways, my career has come full circle. A combination of my own experiences in organisations, plus the common work-related stress presentations that I work with, has returned me to what I hold very dear - work culture, leadership and mental health at work.

I think that the concept of Psychological Safety is an excellent 'top down' approach for organisations to use in order to get the very basics right for their employees and their business.

Thank you for joining me here,
Elaine

Dr Elaine Smith
Clinical Psychologist



Why promote a psychologically safe workplace?

- 1.) Values Driven Employer - offering the working environment and culture that you would want to be part of.
- 2.) Employee Centred - people are your greatest asset. Make sure they do not want to work anywhere else.
- 3.) Legal Requirements:

Employers in the UK have a 'duty of care' to their employee's health and wellbeing. The Equality Act (2010) protects employees with mental health conditions.

ISO 45003, Occupational health and safety management – Psychological health and safety at work – Guidelines for managing psychosocial risks, gives guidance on managing psychological health and safety risks within an occupational health and safety management system. It addresses the many areas that can impact a worker's psychological health, including ineffective communication, excessive pressure, poor leadership and organizational culture (from iso.org, International Organisation for Standardisation))

4.) An Investment

Mental ill health costs employers in the UK £56 billion each year.

The total annual cost of mental ill health has increased by 25% since 2019

For every £1 spent by employers on mental health interventions, employers could get back £5.30 in reduced absence, presenteeism and staff turnover.

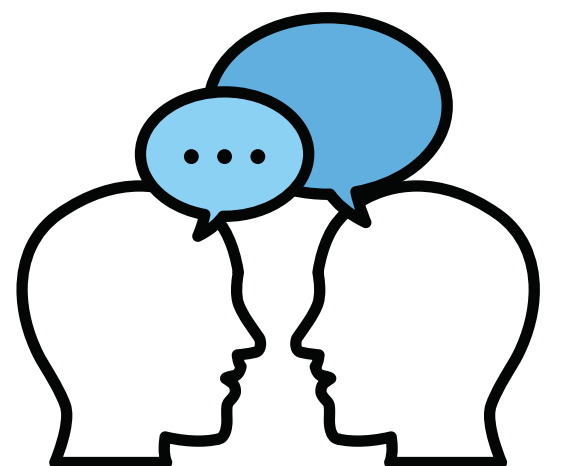
(From MHFA England).

What is Psychological Safety?

Psychological safety can be described as a climate in which people are comfortable expressing themselves. When people have psychological safety at work, they feel comfortable sharing concerns and mistakes without fear of embarrassment or retribution. They are confident that they can speak up and won't be humiliated, ignored or blamed. They know they can ask questions when they are unsure about something. They tend to trust and respect their colleagues.

When a workplace has reasonably high psychological safety, *good* things happen: mistakes are reported quickly, so prompt corrective action can be taken; seamless coordination across groups/departments is enabled; and potentially game changing ideas for innovation are shared.

From Amy Edmondson - The Fearless Organisation



Psychological Safety is NOT

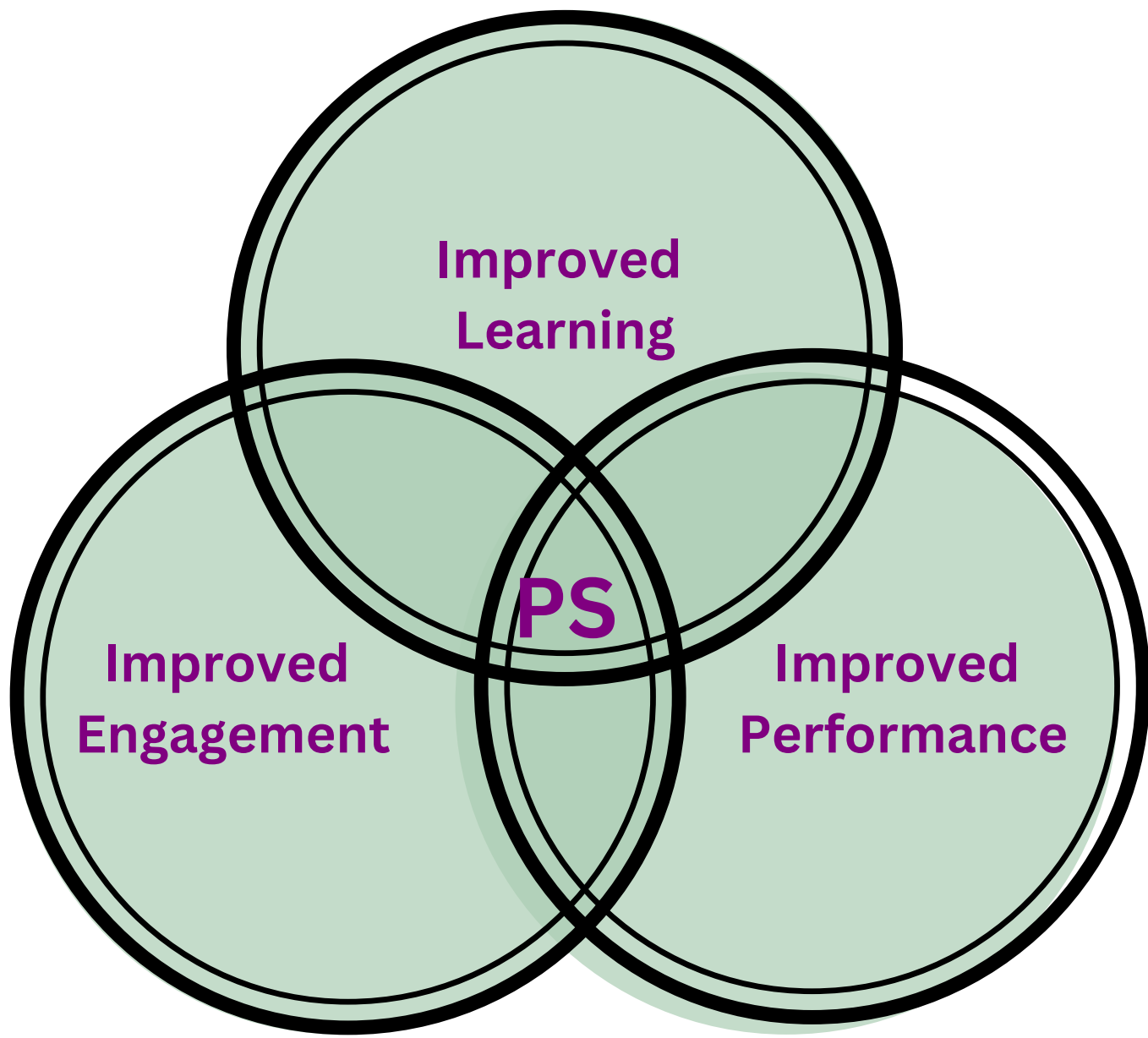
Psychological safety is not about being nice - but about candor and productive disagreement

Psychological Safety is not a personality factor

Psychological safety is not just another word for trust

Psychological safety is not about lowering performance standards:

	Low Standards	High Standards
High Psychological Safety	<i>Comfort Zone</i>	<i>Learning & High Performance Zone</i>
Low Psychological Safety	<i>Apathy Zone</i>	<i>Anxiety Zone</i>



PS = Psychological Safety

Services Offered

- 15 minute free consultation (phone or video call)
- 60 minute one-off Clinic Consultation (via video). This service includes a 2 page summary report with suggestions for immediate implementation. You can book this on my website - The cost is £500.
- 1:1 Leaders Lounge Consultations (on psychological safety and associated mental wellbeing topics)
- 6 session bespoke group programme for leaders (maximum 6 per group)
- The VIP package - Psychological Safety Retreat for Leaders (in person or online). A one day intensive training for a maximum of 6 leaders. This package also includes one month email support for each participant (as per terms and conditions).

Many of these services are bespoke, as they are tailored to your organisation and leadership needs. Therefore, quotes are available on request when I understand more about your specific requirements.

Does Psychological Safety make sense for your business?

Here are some next steps to find out more :

- Book in a 60 minute one off Clinic Consultation on my website www.drelainesmith.com (cost £500). Please also complete and email the business consultation referral form prior to the call. This will help us to make the most of the time, and consider how psychological safety can be transformative in your business. You will learn more about my work, and you will receive a short summary report after the call with any suggestions for immediate implementation.
- Email the business consultation referral form to drelainesmith@protonmail.com and we can arrange a free 15 minute call. This service does not include a summary report or suggestions for your business. It will give you the chance to meet me and ask any questions you may have.

I look forward to hearing from you,
Elaine