Inclusive Workplace Culture: The Power of Psychological Safety

October 10, 2019

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What enables you to be open with another person?

In the U.S., **only 30% of people think their opinions matter at work.**

Companies who boost that to **60%** can

improve productivity by 12%,

reduce turnover by 27%,

and reduce safety incidents by 40%.

Psychological safety is a shared belief held by members of a team that the team is safe for interpersonal risk taking.

Psychologically safe teams trust each other to experiment without judgement, voice opinions without being shamed, and fail without being labeled a failure.

Simply put, it's an interpersonal environment where people believe their voice is welcome.

Psychologically safety is not about being nice or feeling cozy.

It involves being open, being direct, taking risks, owning mistakes, asking for help, and building trust.

The Hospital Study

Do better teams make fewer mistakes?

Psychological safety predicts:
- quality improvements
- learning behavior
- productivity

The Fearless Organization: Creating Psychological Safety in the Workplace for Learning, Innovation, and Growth

Dr. Amy C. Edmondson
Harvard Business School

Project Aristotle

What makes an effective team?

Individuals on teams with higher psychological safety:

- are less likely to leave Google

- are more likely to harness the power of diverse ideas from their teammates

- bring in more revenue

- are rated as effective twice as often by executives

17 Box Office Hits in a Row

Candor is expected.

Behavioral practice: Leaders show up with humility, curiosity, interest, and fallibility

Structural practice: meetings and sessions designed for candid feedback and real critique

Share a time when you experienced a feeling of psychological safety.

(or, a time when you didn't.)

How Can Leaders Create Psychological Safety Amongst Their Teams?

1. Model the acceptance of fallibility
2. ASK for input and feedback
3. Approach conflict as a collaborator, not an adversary
4. Replace blame with curiosity
5. Speak human to human
6. Measure psychological safety

How Can You Create Your Own Psychological Safety at Work?

1. Change your internal dialogue about failure

2. Adopt a learning mindset

3. Build authentic relationships with your colleagues

4. Confront tough conversations with a plan

5. Admit to your mistakes

6. ASK for feedback

Revisit your experience. What strategies were (or could have been) used to make you feel a sense of psychological safety?

The Power of Psychological Safety at Work

➜ Higher team performance

➜ Improved retention

➜ Increased innovation and creativity

➜ Higher revenues

➜ Higher quality

➜ Better place to work

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Thank You!

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