

## Make your team Psychologically Safe

### Teams that Trust – Triumph! Psychologically Safe teams deliver better results. How safe is your team?

Smart Coaching & Training is offering this two day workshop delivered to organisations by SCT's experienced trainers. Delivered in person or remotely.



*Wales – psychologically safe with scaffolding – but if he makes a mistake? – by David Rigby*

So many organisations invest vast amounts of money to amass the best talent and wonder why the team is not performing to its potential. It appears these leaders and managers forget, dismiss or never even consider the fundamental requirement for success. Talent is required, yes, but the environment is key to talent flourishing. Monty Don might say, 'it's about the soil, not the seed'. 'Psychological safety' is the vehicle for achieving this culture of candour and innovation within teams.

Working in a psychologically safe environment does not mean that people always agree with one another for the sake of being nice. Amy Edmondson of Harvard Business School defines psychological safety as "a belief that one will not be punished or humiliated for speaking up with ideas, questions, concerns or mistakes."

All good leaders and managers understand the need for continuous learning, innovation, creativity, spark and critical thought from their team members. This can only be accomplished within a climate of openness and trust; individuals must feel safe to speak up about their ideas, ask questions and highlight potential risks. Without these conditions, ideas that could have led to enhanced performance will be lost. Research has proven that the number one factor for team high-performance is operating in an environment of high psychological safety: And this starts with trust. .

#### How psychologically safe is your team?

To improve team performance, it is important to realise the current psychological safety levels within your team(s). We can map your team members' perceptions of how 'safe' they feel within your current team climate and then compare the result with thousands of other teams.

Working in conjunction with Amy Edmondson of Harvard Business School we can understand which quartile you are currently operating in, how close to optimum effectiveness the team is and explore the possibilities and potentials for improvement explore ✓

#### What you will learn

- ✓ Understand Psychological Safety and the level of Psychological Safety in your team
- ✓ To use "yes and" role plays and improvisation in feedback for real conversations
- ✓ Adaptability Quotient, "Listen, Accept, Build" and Serious Games to develop trust
- ✓ Benchmark your organisation for
  - Attitudes to risk and failure: the degree to which it is permissible to make mistakes
  - Open conversations: the degree to which difficult and sensitive topics can be discussed openly
  - Willingness to help: the degree to which people are willing to help one another
  - Inclusivity and diversity: the degree to which people can be themselves, and be welcomed for this.
- ✓ To share and understand current team safety and facilitate a deeper conversation.
- ✓ To create a development plan and required actions for improved team effectiveness.



report on Communication

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Based in UK, Spain and Middle East, SCT unleashes your potential for smarter results. Biographies of all our trainers their experience, locations and languages and so much more can be found on the website:  
[www.smartcoachingtraining.com](http://www.smartcoachingtraining.com).

Actvet and KHDA Certified

#### Your Trainers



Jessica Breitenfeld trains the Adaptive Team mindset. Creating masterminds where teams share and give feedback is her specialty. As a Therapist in Gestalt Psychotherapy, she uses her international experience to connect humans so that teams thrive.

Simon Grayson is a Psychological Safety Expert, has over 15 years' experience of delivering tailored interventions to develop winning mindsets and increase ability, enabling people to surpass targets. He delivers real business improvement through the development of people.

*Her rare combination of comic timing and therapy training combine brilliantly to catch the attention. Spain*

*He has an amazing knack of being able to lead you to the important points. UK*

*The way she handled the discussion was just fantastic. Spain*

*The job you've done in preparing us mentally was excellent. Caribbean*

*He brought techniques and skills that I hadn't considered. UK*

*My compliments to the trainer for the ability to deal with the challenges of a multi-cultural class. Abu Dhabi*

*It's great to feel your energy and to know the myriad talents you use to develop people. Inspiring!! Coach Barcelona*

*He is a very effective educator, coach and speaker. His delivery is very engaging, and he presents in a way that everyone could understand. Abu Dhabi University*

*He ran International Certification in Advanced Leadership Skills leveraging a unique interpersonal style that made fun learning. Ghana*

*Very good course, very good facilitator. Kuala Lumpur*

*You had the best delegate engagement of all the presenters. ADNOC Abu Dhabi at Kuwait Change Management Conference*

*You can learn from him just by listening to him speaking. Jeddah KSA*