

Psychological Safety Basics



What is it?

Psychological Safety is the belief that it is safe to express ideas, ask questions, and make mistakes without fear of embarrassment, rejection, or punishment.



Why is it important?



When employees feel psychologically safe, they feel free to **innovate** by taking calculated risks, are more comfortable **raising concerns** that need to be addressed, and bring their entire, authentic self to work. This leads to **higher levels of performance, less conflict, and more creative solutions** from a wider group.

How to build a psychologically safe workplace:

- **Model it:** ask for help and admit mistakes when they happen
- **Active listening:** make everyone feel like their voice matters
- **Make a plan:** create norms for mistakes and failures, and don't punish reasonable risk-taking or experimentation
- **Encourage creativity:** ask the tough questions, but give support and resources for out-of-the-box ideas
- **Promote dialogue:** establish team expectations for constructive debate and productive conflict resolution
- **Celebrate wins:** show gratitude and encouragement to every team member