

PSYCHOLOGICAL SAFETY: THE FOUNDATION OF COOPERATION, CREATIVITY AND CONNECTION

CADRE SYMPOSIUM  
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WELCOME, INTRODUCTIONS, REVIEW AGENDA

- Welcome and Introductions
- Review the agenda
- Together we are Better
- Project Aristotle
- Turn Taking and Active Listening
- Social Sensitivity
- Wrap-up

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TOGETHER WE ARE BETTER



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**PROJECT ARISTOTLE**  
GOOGLE RESEARCH ON  
TEAMS

- Research was conducted with over 180 teams over two years and they found:
- They found their assumptions about what they would find were incorrect. High performing teams are not founded on the right blend of complimentary hard skills.
- High performing teams are, in fact, founded on a balance of human centered traits.
- Psychological safety was at the top of the list every time.
- Equal turn taking and above average social sensitivity (EQ) were the most important qualities of the effective teams and contribute to psychological safety.
- Agreed upon norms were also important.

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**THE DEFINITION**

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**THE DEFINITION**

- It is the shared belief held by members of a team/group that the team is safe for interpersonal risk taking.
- A sense of confidence that the team will not embarrass, reject or humiliate someone for speaking. Every idea is considered. There is a free flow of ideas. Mistakes are seen as learning opportunities.
- The team climate is characterized by interpersonal trust and mutual respect and people feel comfortable being themselves.
- There is turn taking and above average emotional intelligence and social sensitivity.

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PRACTICES TO PROMOTE A CULTURE OF PSYCHOLOGICAL SAFETY

- Show respect and consideration to other team members
- Attend to what each individual contributes to the group.
- Nurture contrasting viewpoints. Agreement is not mandatory. Respectful disagreement is a core value.
- Use supportive language
- Express feelings.
- Get to know one another.
- Ask for help. Seek feedback. Try new things. Reflect on results.
- Admit mistakes and know that it will be okay.

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THE IMPORTANCE OF BEING HEARD:  
TURN TAKING




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CORE OF COMMUNICATION-LISTENING  
FROM A PLACE OF CURIOSITY

- Listen to understand (not to respond)
- EVERYONE is heard. Take Turns.
- Be curious (want to know more).
- Okay with silence and/or emotions.
- Ask open ended questions (for understanding, clarity, more information).
- Explore other approaches.
- Notice own emotions.
- Be present.

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EMOTIONAL INTELLIGENCE (SOCIAL SENSITIVITY)

Emotional Intelligence refers to the ability to identify and manage one's own emotions, as well as be with the emotions of others.



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SOME IDEAS FOR ASKING GOOD QUESTIONS

- Tell me more about...
- Help me understand the part about...
- Let me make sure I got this...
- Tell me more about how **you feel** about this. Tell me more about.....
- Can you help me understand?
- Help me understand **your perspective**.
- I want to thank you for being willing to discuss this hard issue with me/us.
- What would it look like if this were not resolved?
- What other ideas do you have regarding this matter for our group?

- **AVOID:**  
Questions that can only be answered with a yes or no.  
Avoid a question that begins with why.  
Avoid questions that seem to take a side.  
Telling the team what to do.
- **DO:**  
Ask for stories where appropriate.  
Identify their need. Ask.  
Help set the stage.  
Encourage discussions about mistakes.

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WORKING IN A TEAM ACTIVITY AND DEBRIEF

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STAY IN TOUCH  
AND MAY SOMETHING REALLY WONDERFUL  
HAPPEN TO YOU THIS YEAR.



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