

Psychological Safety Deep Dive-Workshop

Setup

Ahead of Time

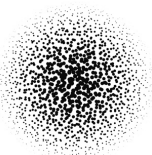
- Send out a survey ahead of time to gauge where to start. <you can google psychological safety questions>
 - E.g. If you err on this team it is held against you.
 - E.g. People on this team sometimes reject others for being different
- Structure responses to measure various degrees of agreement (i.e. Strongly Agree, Agree, Neither Agree nor Disagree, Disagree, Strongly Disagree)

During the workshop

1. At each table on flipchart paper write one of the low scoring statements from the survey, along with this deep dive question: <Note: I chose to limit the options to the 3 lowest scoring statements>
2. What has showed up on this team that could make this...
TRUE?FALSE?
3. Write out all the low scoring questions on a whiteboard so it's visible to the whole room.
4. Write out the intended outcomes of the workshop:
 - Review Results of Survey
 - Explore what's supporting and detracting from high levels of safety on this team
 - Generate Targeted Ideas for Improvement

Structure/Flow – 3 Hours- Half a day

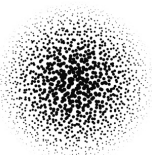
1. Have participants sit at a table with a statement they'd most like to explore.
2. **Talk.** Set the stage: Brief overview of why Psychological Safety Matters. 10-15 minutes



- a. Work climate characterized by respect and interpersonal trust, where team members can bring their true selves to work.
 - b. Teams that have high levels of safety excel at almost every area of work compared to “un-safe” teams.
3. **(Silent Writing)** Dive into topics. Silent reflect and answering for each question. One thought/idea per sticky. Intent: You want participants to recall actual events that have occurred that supports or opposes the statement. Getting them to think from both perspectives fosters empathy for a perspective they may not entirely agree with **10 minutes**.
4. **Rotate tables**. Read responses there and add to existing ones. **10 minutes**
5. Return and **Table conversation**. Now sit by team and group responses. Facilitated conversation around response. **40 minutes**
Intent: Group like patterns and explore deeper meanings behind responses. (e.g. 5 why the top responses)
6. **Talk**. Ways to Improve Safety. Offer various things that can be done to boost safety (see list below) and list when they might be used. **10 minutes**
7. Guide to Action.
 - a. **(Table conversation)** Ask table to imagine an environment where all the survey questions polled positive. What things do they think would be necessary to get there? What are they willing to do/change to get there? What help would they want from leadership? **20 minutes**.
 - b. **(Whole Group)**. Ask the group what they came up with to improve general safety and each specific area? **18 minutes**.
 - i. Prompting questions:
 1. What do you need from your team?
 2. Was there anything that surprised you?
 3. What asks do you have of leadership to get there?
8. What Next? <poll everywhere> **2 minutes** and out. Intent: Quick poll designed to solidify momentum reached during the session on where to focus next (this should be a surfacing and recap of what transpired already).

Helpful techniques/tools/ provoking questions

- What’s be driving that behavior?
- When delivering a potentially contentious topic/proposition:



- Think through what your main points are
- What are 3 ways your audience is likely to respond
- How would you respond to each of those scenarios
- COIN
- Be explicit in inviting feedback after presenting an idea: e.g. What issues do you see with this approach?
- In understanding perspectives
 - What decisions are you going to make assuming you could get what you want?
 - What does success look like for you and for the other party?
- Working agreements or alliances
- Asking open-ended, agenda-free question.

