



Making it Safe to Speak Up

When workers speak up, good things happen! That's why psychological safety is so important. Psychological safety is knowing you can share your ideas freely without fear of ridicule or shame. Promoting psychological safety will help everyone on your team feel secure in offering ideas for making Kaiser Permanente better — and safer. We are all responsible for improving psychological safety!

TEAM ACTIVITY

Discuss these questions adapted from Dr. Amy Edmondson, renowned expert in psychological safety, to assess your team's psychological safety.

1. If you make a mistake on this team, it is often held against you?
2. Are members of this team able to bring up problems and tough issues?
3. Do people on this team sometimes reject others for being different?
4. Is it safe to take a risk on this team?
5. Is it difficult to ask other members of this team for help?
6. Would anyone on this team deliberately act in a way that undermines my efforts?
7. When working with members of this team, are my unique skills and talents valued and utilized?

It can be hard to speak up, but there are skills we can learn, practice, and begin to use within our teams. Use these tips to build trust and a culture of psychological safety on your team:



Be self-aware. Be mindful of your body language and tone. Practice humility.



Be present. Focus on the conversation and avoid multi-tasking. Actively listen and make eye contact to show connection.



Be respectful. Wait your turn to speak. Remember that everybody has an equal voice on the team.



Be positive. Assume positive intent. Avoid placing blame and focus on solutions. Re-frame mistakes as opportunities to learn.



Be human. Demonstrate concern for team members as people. Learn about your teammates' lives away from work.

