

# Welcome to

## Weaving a Psychological Safety Net in Learning Experiences

### Session Engagement Methods

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- Live Discussions  
Get started now:
  - Find a partner (or two)
  - Share your favorite ideas so far!

### Session Ground Rules

In this learning environment we have two ground rules:

1. Be kind
2. Minimize distractions

For both yourself and for others

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# Weaving a Psychological Safety Net in Learning Experiences

With Kelli Frey, CPTD



Have you ever...?

- Had a mistake highlighted in front of others
- Been interrupted when sharing an idea
- Had someone slam a door coming into a meeting
- Been left out or felt like an outsider at work
- Felt silly when trying something new

# The Impact

What changes after that experience?

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How you feel

# Psychological Safety

The climate necessary for success  
in today's knowledge economy

Metacognition break

# Hello, I'm Kelli Frey

- Talent Development Professional
- HR Consultant
- Prior ATD National Advisor for Chapter Leaders
- Certified CPTD, Gamification, Mental Health First Aid



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[linkedin.com/in/kellifrey](https://www.linkedin.com/in/kellifrey)

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**How are you?**

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**What do you hope to get from this session?**

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## Goals

- Understand what psychological safety is and is not
- Explore the building blocks of psychological safety in learning experiences
- Collect practices and tactics to enhance your facilitation

A close-up photograph of a person's hands weaving a basket. The person is using a long, thin, light-colored wooden strip to weave a pattern into a larger, already partially woven basket. The basket is made of a similar material and has a complex, interlocking weave. The background is dark and out of focus, showing some indistinct shapes and colors. The overall lighting is soft and focused on the hands and the weaving process.

# Agenda

- ~~Introduction~~
- Foundation
- Practices & Tactics
- Wrap Up

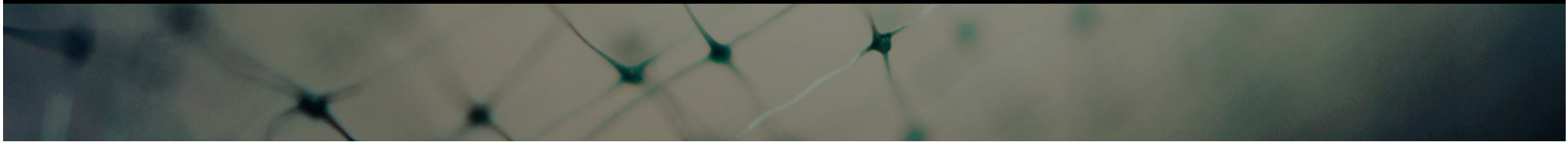
# Discussion

1. Find a discussion partner  
(or two if you see someone nearby without a partner)
2. Each person shares a quick introduction
  - Who you are
  - Where you're from
  - Favorite idea, takeaway, or session so far



# Foundation

What is Psychological Safety?

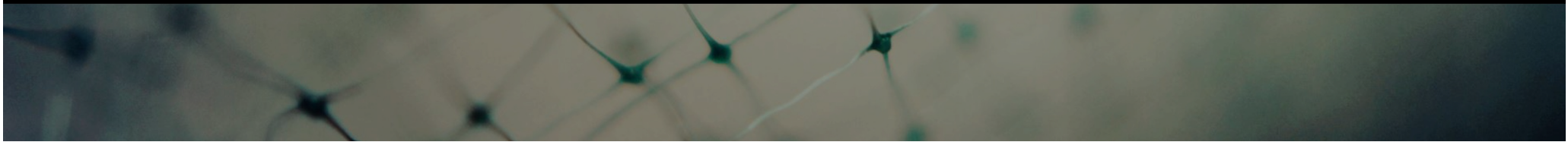




# What is Psychological Safety?

The shared **belief** that it is **safe** to take interpersonal risk

You believe that others will give you the benefit of the doubt  
Feeling comfortable sharing ideas, questions, and concerns  
It is safe to be seen trying



## What it is not...

- Prioritizing comfort over outcomes
- Lowering set standards
- Workplace therapy
- Being nice



# Stages of Psychological Safety



Timothy R Clark

# Discussion

- If there is high psychological safety, what behavior(s) will you see?
- If there is a lack of psychological safety, what behavior(s) will you see?

10 minutes

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**If there is a lack of psychological safety,  
what behavior(s) will you see?**

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# Silence

- A predictable response
- from internal microanalysis
- often unexamined

## Why Employees Are Reluctant to Use Their Voices

They know that speaking up at work mainly benefits the organization, not the individual employee.

	Who benefits	When benefit occurs	Certainty of benefit
Voice	The organization and/or its customers	After some delay	Low
Silence	Oneself	Immediately	High

Source: Adapted from *The Fearless Organization*, by Amy C. Edmondson (Wiley, 2018)



# The Intention-Impact Gap

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## **Inclusion**

Welcoming

---

Respect

---

## **Understanding**

Clarity

---

Candor

---

## **Nonjudgment**

Curiosity

---

Humility

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# Practices & Tactics

# Safety Net


Creating a mental safety net

so your learners take the leap



# 4 Practices to Encourage a Climate of Psychological Safety

# Set Expectations (and meet them)



## **Share a Roadmap**

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Describe what a participant will see or experience.

## **Provide Framing**

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Framing the experience is about putting a new perspective on what occurred.

# Reduce Unnecessary Risk



## **Audience Awareness**

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Understand how the nuances of interpersonal risk are affected by the makeup of your audience.

## **Provide Anonymity**

---

Allow people to share without the weight of potential social judgement.

# Levels of Engagement by Characteristic

Forums for Feedback

Characteristics of engagement

# Reduce Unnecessary Risk

---

## Audience Awareness

Understand how the nuances of interpersonal risk are affected by the makeup of your audience.

## Provide Anonymity

Allow people to share without the weight of potential social judgement.

## Increase Processing Time

Give people time to think before sharing or responding.

### Set Expectations



Share a Roadmap

Provide Framing

### Reduce Unnecessary Risk



Audience Awareness

Provide Anonymity

Increase Processing Time

### Destigmatize Failure



### Guide with Encouragement



Metacognition break



# Destigmatize Failure

---

## Model Vulnerability

Prove that it is okay to show vulnerability by being the example.

## Depersonalize Negative

When highlighting a mistake, associate it with the group to avoid spotlighting a person with shame.

## Anti-judgement

Be conscious of your actions, ask questions, and express genuine interest.

# Guide with Encouragement

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## **Small Step**

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Illuminate the immediate next step to make a task manageable.

## **Celebrate Progress**

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Reinforce the behaviors you want by celebrating progress.

# 4 Practices to Encourage a Climate of Psychological Safety

## Set Expectations



Share a Roadmap

Provide Framing

## Reduce Unnecessary Risk



Audience Awareness

Provide Anonymity

Increase Processing Time

## Destigmatize Failure



Model Vulnerability

Depersonalize Negative

Anti-judgement

## Guide with Encouragement



Small Steps

Celebrate Progress

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**Which of these practices would be most impactful in your learning experiences?**

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# Discussion

- What other practices or tactics have you used, seen, or experienced?

OR

- When you felt psychologically safe, what did the people around you do?

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**What other practices or tactics have you used, seen, or experienced?**

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Wrap Up



# Tactics in Action

Part 1



**SO NERVOUS!**

# Tactics in Action

Part 2



**SO NERVOUS!**

# Tactics in Action

Part 3



**SO NERVOUS!**

# Tactics in Action

Part 4



**SO NERVOUS!**

# Tactics in Action

Part 5



**SO NERVOUS!**

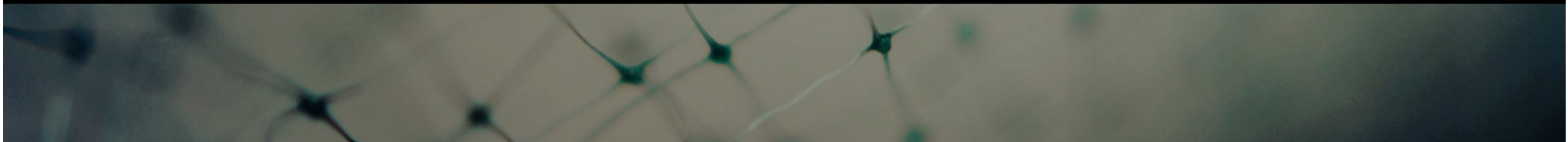
# Tactics in Action

Finale



# Takeaways

- Foundational understanding of psychological safety
- Building blocks of psychological safety in learning experiences
- Identified tactics or practices to enhance your facilitation





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**What are your top takeaway(s)?**

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# Recommended Reading/References/Resources

- The Fearless Organization (Amy Edmonson)
- Radical Candor (Kim Scott)
- Mindset: The New Psychology of Success (Carol Dweck)
- Tiny Habits (BJ Fogg)
  
- What Google Learned from its Quest to Build the Perfect Team (Charles Duhigg)
  
- The Eighty Five Percent Rule for Optimal Learning, Robert C. Wilsona, Amitai Shenhavb, Mark Stracciad, and Jonathan D. Cohene (<https://www.biorxiv.org/content/biorxiv/early/2018/01/27/255182.full.pdf>)
  
- Silence & Voice Chart, <https://hbr.org/2023/04/make-it-safe-for-employees-to-speak-up-especially-in-risky-times>
  
- Video of Reggie & Qui'ora, <https://www.youtube.com/watch?v=41YaR56hwhQ>

# Thank you

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