

**American Management Association's
Psychological Safety: An Imperative for High Performing Teams**

Learning Objectives

- Define Psychological Safety and Its Core Components
- Understand the Importance of Psychological Safety to You, Your Team, and Your Organization
- Be Familiar with the Evidence Connecting Psychological Safety to High Performing Teams
- Build Skills in Managing Productive Conflict and Facilitating Powerful Workplace Conversations
- Explore How Leaders at All Levels Can Create a Climate Where Team Members Feel Safe Speaking Up
- Identify the Steps an Organization Can Take to Develop a Culture of Psychological Safety
- Practice Applying These Concepts to Create More Psychologically Safe Teams and Organizations

Psychological Safety and Why It Matters

- Define Psychological Safety
- Explore the Benefits of Psychological Safety on Individuals, Teams, and Organizations
- Identify the Risks That Exist for Employees Speaking Up and Corresponding Power Drivers
- Discuss the Impact of Identity on the Experience of Psychological Safety

The Science Behind Psychological Safety

- Discuss the Major Research Findings That Gave Psychological Safety Its Running Legs
- Identify the Physiological Reasons Why Psychological Safety Allows Talents to Thrive

Qualities that Enhance Psychological Safety

- Explore Vulnerability, Trust, and Candor as Qualities That Enhance Psychological Safety
- Establish the Importance of Social Emotional Intelligence in the Expression of These Qualities
- Discuss How a Virtual and Hybrid Environment Impact Vulnerability, Trust, and Candor

Productive Conflict and Powerful Workplace Conversations

- Explore the Difference between Productive and Unproductive Conflict
- Employ Conflict Resolutions Strategies in Teams and One-On-One Settings
- Identify and Practice the Core Communication Skill for Powerful Workplace Conversations

The Influence of Individual Leaders

- Describe the Role of the Leader in Fostering Psychological Safety on Their Team
- Consider the Relationship between Mindset and Behaviors
- Explore Five Ways Leaders Can Promote a Culture of Psychological Safety
- Identify Systems and Structures Local Leaders Can Implement to Support Psychological Safety on Their Team
- Learn Strategies for Increasing Employee Confidence

Creating an Organizational Culture of Psychological Safety

- Analyze the Drivers of Organizational Culture and Identify Strategies for Shaping a Culture of Psychological Safety
- Be Familiar with Examples of Organizations with High Psychological Safety
- Learn a Step-By-Step Approach for Building or Changing an Organizational Culture

Leadership Psychological Safety Exercise

- Practice Integrating New Leadership Behaviors to Shape a New Culture of Psychological Safety
- Prepare to Present Team Project Outcomes to Larger Group