

☰ Starter Stack

# Psychological Safety

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# Psychological *Safety*

Uncover more original ideas and different points of view

## What it is

Psychological safety is the quality of a team environment where people can speak up and share ideas without fear

## Use cases

Facilitate meetings where each person feels safe to speak without judgement

Facilitate meetings where each person feels safe to speak without judgement

Encourage team members to share new ideas that may be risky

Put it into practice

## 3 Tips to Increase Psychological Safety

1

### Make space

What has your attention as we start this meeting? What questions do you have to clarify your understanding?

2

### Create a learning frame

What are we uncertain about? What do we hope to learn from this work?

3

### Respond productively

Thank you for sharing. What might we do differently?

*Adapted from the work of Amy C. Edmondson*

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# Rounds

Make every voice feel heard & included

## What it is

Letting each person speak one at a time, in turn, without interruption

## Use cases

Include different personalities and ways of communicating

Make conversations more balanced and less dominated by the loudest voice in the room

Avoid defaulting to the most senior person's opinion

Put it into practice

## Types

### Check in

To begin: What has your attention as we start this meeting?

### Agenda

Share topics to discuss during the meeting

### Creativity

Silently write down ideas, then share one person at a time

### Questions

What questions do you have to clarify your understanding?

### Reaction

Share your feedback: What works? What would you change ?

### Closing

To end: What are you taking away from this meeting?

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# User Manuals

Make the implicit explicit offering teams a window into how best to work with each other

## What it is

A set of questions to help uncover things about you that might otherwise take months, or even years, to uncover.

## Use cases

Onboarding new team members

During organizational changes that require new working norms (e.g. Hybrid)

Help individuals reflect on themselves and teams get to know one another

Put it into practice

## Ask yourself

- ✓ My **style**
- ✓ What I **value**
- ✓ What I **don't have patience for**
- ✓ How to best **communicate** with me
- ✓ How to **help me**
- ✓ What people **misunderstand** about me

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# Learning Questions

Make a habit of continuous improvement

## What it is

A set of three simple questions that make it easy to identify and share what you've learned

## Use cases

Make it easy to reflect and learn

Focus on constructive feedback

Strengthen a learning culture

Put it into practice

**What's working?**

Identify what's been successful instead of just empty appreciation

**Where are we getting stuck?**

Focus on what's getting in the way instead of blaming and shaming

**What might we do differently?**

Think creatively and encourage experimentation instead trying to be perfect

## Make it a habit

- ✓ After important meetings
- ✓ In 1:1 conversations
- ✓ To gather feedback

# Retrospective

Gather information on how your team is doing, and get better on purpose

## What it is

A predictable process to reflect on and discuss what is and isn't working, to improve teamwork and effectiveness

## Use cases

Build a habit of team learning and reflection

Catch issues before they become a problem

Discuss the gap between how you'd like to be working as a team and the current reality

## The agenda

- 1** Ask “what’s working?”  
Write silently (2 minutes). Focus on successful actions and choices, not people who did well.
- 2** Ask “where are you getting stuck?”  
Write silently (2 minutes). Focus on individual experiences: “I got stuck when...”
- 3** Share  
Notice and discuss common themes.
- 4** Ask “What might we do differently?”  
Write silently (3 minutes). Share, prioritize, and commit to next actions.

# Safe to Try

Prioritize progress over perfection, so we can act and learn quickly

## What it is

A mindset and practical approach that encourages action and learning, rather than waiting for everyone to agree

## Use cases

The team is going around and around on a decision without any progress

You want to make space for dissenting points of view without getting stuck

There isn't a "right" or perfect choice for the decision you're making

## Shifting to a new decision approach

### Typical approach to decisions

YES	<p>'No' is the default for consensus based decisions. The bar to convince risk-averse decision makers to try new ideas and take action is high!</p>
NO	

### Safe To Try approach to decisions

YES	<p>Proceeding with and learning from a decision that feels "safe enough to try" becomes the default option, so we can decide faster, test, and learn from new ideas.</p>
SAFE TO TRY	
NO	

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# Candid Comms

Share information - even bad news - frequently and predictably

## What it is

Three simple questions that make it easy to share regular, transparent updates

## Use cases

Strengthen team trust and healthy communication habits

Build skills around sharing difficult news

Normalize transparent communication

Put it into practice

## Questions

**What do we know?**

Openly share the information you have, no matter how negative

**What don't we know?**

Be honest about where there's uncertainty

**What is our first next step?**

Share your proposal on what we should do first as a next step

## Behaviors

- ✓ Share regularly, openly, and often
- ✓ Avoid excessive easing-in when sharing bad news
- ✓ Model how you'd like others to speak up