

## Full Workshop

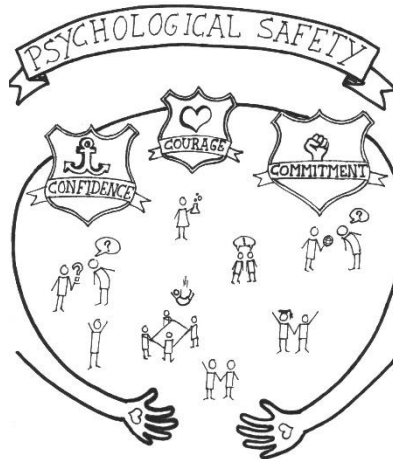
If you are interested in the full workshop or want to know more about Psychological Safety, please contact Robert van Lieshout or Linda van Sinten



## The Fearless Organization

Our workshop is inspired by our own experiences, but based on the excellent book: "The Fearless Organization" by Amy C. Edmondson ISBN: 978-1-119-47726-6

<https://bit.ly/fearlessorg>



You've heard it before: Google says it, research shows it: psychological safety in your teams is crucial for high performance.

Great, but what does that mean exactly? And how do you create an environment where your teams feel safe to speak up, to experiment, and to fail?

In this workshop we will help you apply effective techniques to promote Psychological Safety in your own team!

Come join us!



Robert van Lieshout



Linda van Sinten

<https://www.pragmaticall.nl/>  
[robert@pragmaticall.nl](mailto:robert@pragmaticall.nl)

<https://www.creativeelephant.nl>  
[linda@creativeelephant.nl](mailto:linda@creativeelephant.nl)

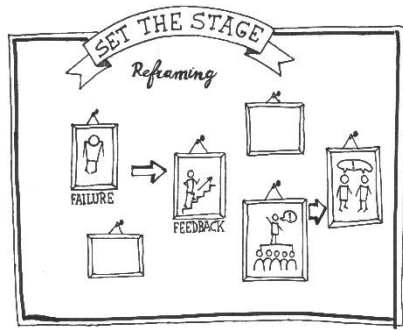
Created by  
Linda van Sinten & Robert van Lieshout

License: Attribution-ShareAlike

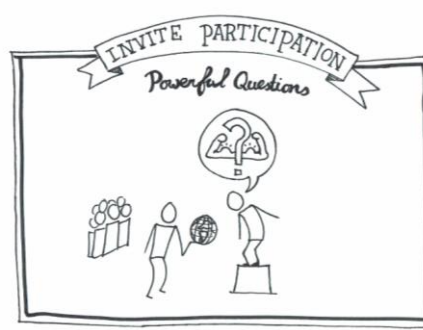
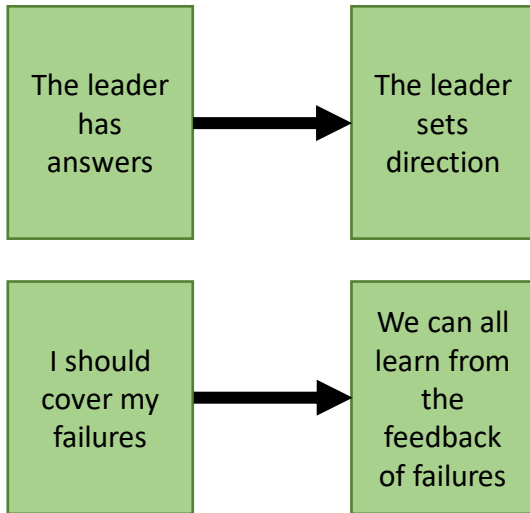


CC BY-SA 4.0

<https://creativecommons.org/licenses/by-sa/4.0/>



As a leader you need to find the frames and beliefs in your organization that hamper the creation of Psychological Safety. Reframe these beliefs by setting expectations about failure, uncertainty and interdependence to clarify the need for people to speak up.



As a leader you need to invite participation in a way that people find compelling and genuine. One way to do this is by asking questions to learn more about an issue, situation, or person. Be curious and genuinely interested, and ask **powerful** questions.

Powerful questions...

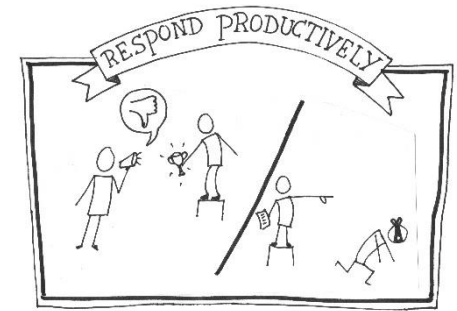
- are truly open
- are not asked with a “correct” answer in mind
- invite introspection
- may reveal additional solutions
- lead to greater creativity and insight
- send a person in the direction of discovery, not to a specific destination

Some examples:

- What are other angles you can think of?
- How do you want it to be?
- What else?

See also:

<https://bit.ly/2ErQK65>  
<https://bit.ly/fearlessorg>



When psychological safety is formed, people are no longer afraid to share opinions and failures. When they do you need to respond productively as a leader.

In any case, the courage it takes to speak up must be rewarded, if only by saying thanks.

Responding productively depends on the information that is shared:

- When it is a clear violation of the rules, where the boundaries were known in advance, engage people in learning dialogue to better understand and improve how the company functions. Punishment may be appropriate.
- When it is a failure that could not have been predicted, attention must go to the lessons learned. Failure parties are one way of celebrating such failures. Don't respond negatively, as this will only mean you won't hear about failure in the future.