

Who Will Benefit From This Course?

- Leaders, Managers, Team Leads, Supervisors or Project Managers.
- The course may also benefit HR or Organisational Specialists wanting to explore this area.

Overview

In knowledge-intensive environments, with shifting interdependencies, no single individual can know or do everything needed to achieve the desired results.

It is important, therefore, that people can speak up, share information, contribute their expertise, take risks and work as a team.

Leaders need to be able to reduce the fear for individuals to do this, and create an environment for learning, innovation, and growth. An environment of Psychological Safety

This course will provide a practical approach to help leaders and managers create Psychological Safety in the workplace.

Learning Outcomes

- An understanding of Psychological Safety and its impact on engagement and team success.
- Strategies, skills, and techniques to help create Psychological Safety.
 - In insight into attendees' own behaviours that support or inhibit Psychological Safety.

Creating Psychological Safety in Work

Code: 225 Duration: 1 Day (2 Half-Days Virtual) Plus EI Feedback Session

Content

Introduction

- What is Psychological Safety and Why it Matters
- VUCA and Knowledge-Intensive Environments
- Characteristics of Successful Teams
- A 4-Stage Diagnostic Model

Creating Psychological Safety: A Manager Toolkit

- Setting The Stage: Framing & Purpose
- Inviting Participation: Humility, Inquiry & Structure
- Responding Productively: Appreciation, Failures & Violations

Effective Management Behaviours

- Leadership Styles That Support Psychological Safety
- Paying Attention to Team Dynamics
- Humble Inquiry & Effective Questioning

The Impact of Your Emotional Intelligence Profile

- Understanding Emotional Intelligence
- Self-Awareness, Self-Expression & Emotional Contagion
- EI Skills That Support Psychological Safety

Post-Course Emotional Intelligence Assessment

Following the course participants take an EI Assessment and receive their individual and confidential EI Report (EQ-I 2.0).

This is followed up by 1-2-1 feedback from the course trainer (a fully qualified EQ-i Assessor) on the outcomes of the report, its application to the individual's current role, its relevance to creating Psychological Safety, and suggested strengths and development opportunities.

