



**RBH**

WELLNESS SOLUTIONS

# Employee Well-being and Psychological Safety in the Workplace

Ruby Brown-Herring, MEd, BSW

April 3, 2023

# A Mindful Moment



# LEARNING AGREEMENT

- Challenge by choice
- Minimize distractions
- Confidentiality
- No judgment
- Be curious
- Listen
- Participate
- Be present
- Respect
- Self-care
- Have fun



Source: Mental Health First Aid, National Council for Mental Wellbeing, 2021



Source: Whole Hearted School Counseling

# What Makes You Feel Safe to Speak Up?







# e·mo·tion·al · in·tel·li·gence

*noun*

Enables us to monitor the impact of our actions, manage our own stress and respond more effectively to others.

# Five Components - OF - EMOTIONAL INTELLIGENCE

## Social Skills

Being able to create and maintain healthy relationships

## Self-awareness

The knowledge of one's own thoughts, feelings and motivations

## Self-regulation

The ability to regulate emotions and actions in a variety of environments

## Empathy

The capacity to empathize and appreciate another perspective

## Decision-making

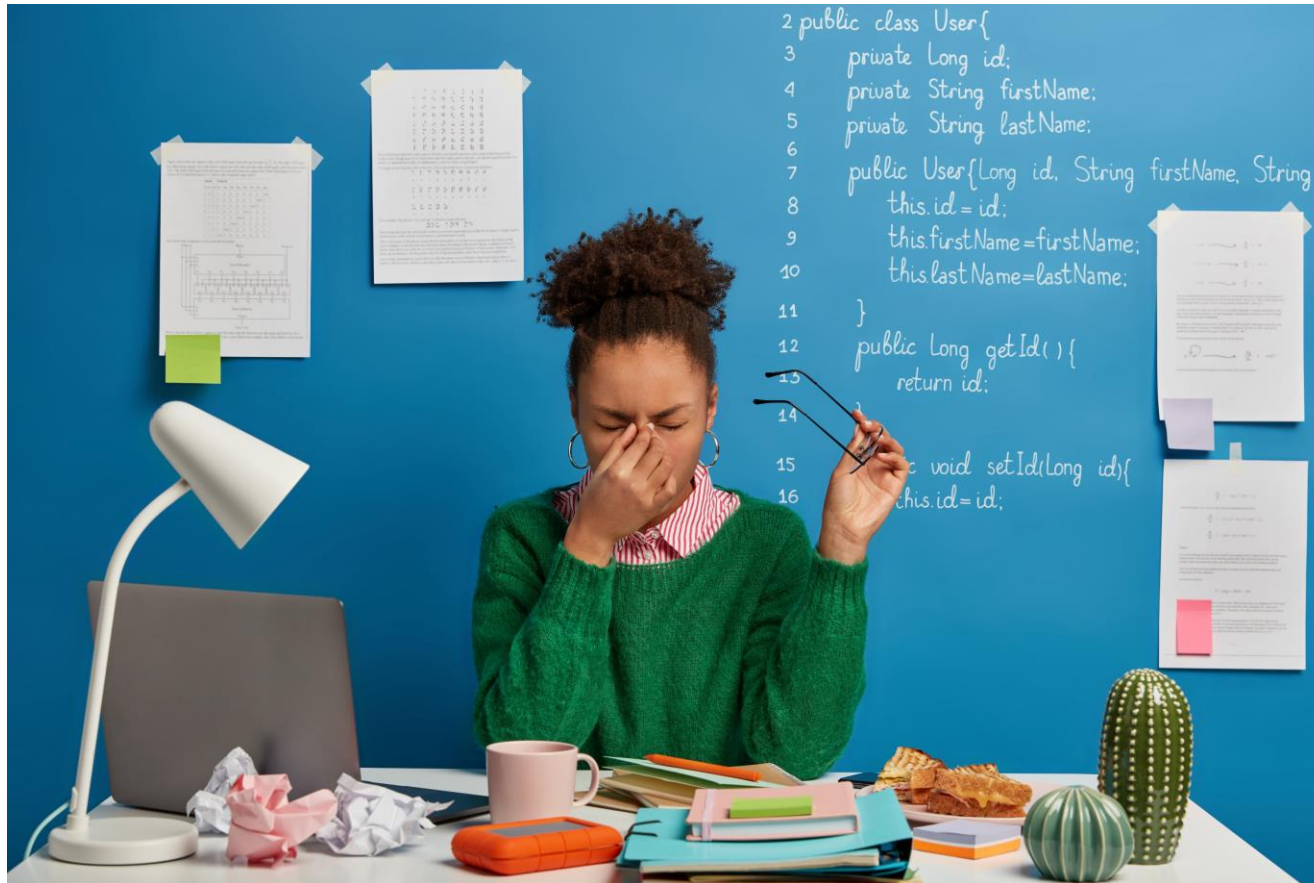
The ability to make responsible choices and accept their outcome



@iThinkPsych  
thinkpsych.com

Source: ThinkPsych

# What Activates Your Emotions?



Go to [menti.com](https://www.menti.com)  
and  
use the code  
2726 2006



# What Causes Emotions to Be Activated?

**Passive  
Aggressive  
Behavior**

**Blaming**

**Criticizing  
or  
Judging**

**Sarcasm**

**Frustration  
or  
Irritation**

**Anger**

**Worry  
or  
Nervousness**

**Unhappiness**

**Silent  
Treatment**

**Crying**

# PSYCHOLOGICAL SAFETY

# What Is Psychological Safety?



The feeling and belief that you can share your thoughts, opinions, and ideas freely without fear of being degraded or shamed.

Source: Leader Factor

# 7 Misconceptions About Psychological Safety

- A Shield from Accountability
- Niceness
- Coddling
- Consensus Decision Making
- Unearned Autonomy
- Political Correctness
- Rhetorical Reassurance

# Anxiety Party

- Write down all the personal anxieties you feel
- Write down all the work- and project-related anxieties you feel



# 4 Stages of Psychological Safety

Stage 1 – **Inclusion Safety:**  
Can I be my authentic self?



Stage 2 – **Learner Safety:**  
Can I grow?



Stage 3 – **Contributor Safety:**  
Can I create value?



Stage 4 – **Challenger Safety:**  
Can I be candid about change?



Source: Leader Factor

# Inclusion Safety: Can I Be My Authentic Self?

Satisfying the basic human need of connecting and belonging

- Feel safe
- Feel accepted to be who you are

Source: Leader Factor

# Inclusion Safety: Can I Be My Authentic Self?

- Interaction is not connection
- Bonding vs. Bridging

Source: Leader Factor

# Inclusion Safety: Can I Be My Authentic Self?

## Bridging Behaviors

- Ask for my opinion
- Bring me into a group that I don't think I belong to
- Express gratitude for my contributions
- Talk about me before we talk about work

Source: Leader Factor

# Reflection Questions

- Do you feel superior to other people? If so, why?
- What conscious bias do you have?
- Is the principle of inclusion convenient or inconvenient for you?
- What individual or group are you having a hard time including even if they're doing you no harm? Why?

Source: Leader Factor



# Learner Safety: Can I Grow?

Feel safe to learn, ask questions, and experiment

- Open to giving and receiving feedback
- Feel safe to make mistakes

Source: Leader Factor

# Learner Safety: Can I Grow?

- Thinking brain and feeling brain
  - Learning is intellectual and emotional
- Learning Agility
  - The ability to learn at or above the speed of change
- Detaching fear from mistakes

Source: Leader Factor

# Reflection Questions

- When you start working with new people, do you judge their aptitude immediately or do you suppress that impulse?
- Do you learn as much or more from your failures as your successes?
- Does your team punish failure? Do you punish failure?
- Do you encourage curiosity or choke it?

Source: Leader Factor

# Contributor Safety: Can I Create Value?

- Autonomy and Accountability
- 3 Levels of Accountability
  - Task
  - Process
  - Outcome

Source: Leader Factor

# Reflection Questions

- What is your tell-to-ask ratio?
- Have you ever withheld contributor safety from someone who had earned it?
- Can you be genuinely happy for the success of others?
- Have you ever given somebody contributor safety too fast? What happened?

Source: Leader Factor



# Challenger Safety: Can I Be Candid About Change?

Involves feeling safe enough to challenge the status quo when you see an opportunity for change or improvement

Source: Leader Factor

# Challenger Safety: Can I Be Candid About Change?

- Managing and harnessing friction
- 3 ways to decrease social friction
- 3 ways to increase intellectual friction

Source: Leader Factor

# Challenger Safety: Can I Be Candid About Change?

- 3 ways to decrease social friction
  - Call it when you see it
  - Assign dissent
  - Break before breakdowns

Source: Leader Factor

# Challenger Safety: Can I Be Candid About Change?

- 3 ways to increase intellectual friction
  - Build on the ideas of others
  - Define the scope
  - Implement a no-interruption rule

Source: Leader Factor

# Reflection Questions

- When was the last time you challenged the status quo in your organization?
- Are questions welcome on your team?
- Do you feel the risk of ridicule on your team?
- Do you invite others to disagree with you?

Source: Leader Factor



# Key Actions for Developing a Culture of Psychological Safety

- Practice active listening during meetings
- Ask thought-provoking, open-ended questions
- Give support and ask for support when needed
- Show empathy, care and concern for each other

# Key Actions for Developing a Culture of Psychological Safety

- Praise, encourage, and express gratitude for one another
- Express your creative ideas and politely encourage others to do the same
- Give each other the benefit of the doubt when expressing challenges

# RECEIVING FEEDBACK

# Why Is It Important?

- Most effective way to gain awareness of your skills, including strengths, weaknesses, and blind spots

Source: BetterUp

# What Happens When You Don't Receive Feedback?

- Much harder to grow, evolve, change, or get yourself to the next level.
- Keep doing things the same way.

Source: BetterUp

# What Happens When If Receive Non-Constructive Feedback?

- Risk for a difficult conversation
- Threat of damage to a relationship

Source: BetterUp

# What Happens With Constructive Feedback Received the Right Way?

- Best way to bring your attention to your blind spots and define steps needed to overcome challenges
- Enabling your development toward a better version of yourself

Source: BetterUp

# 5 Advantages of Constructive Feedback

1. Learning and growth opportunity
2. Accountability development
3. Strengthened relationships with the feedback provider
4. Feedback elevates engagement
5. Reflects well on personal branding

Source: BetterUp



# 7 Steps to Receiving Feedback

1. Ask for feedback
2. Be prepared for the good, the bad, and the ugly
3. Adjust your mindset
4. Reduce limiting beliefs
5. Set the tone
6. Assist others in being more constructive
7. Do not ruminate

Source: BetterUp

# **How to Handle Difficult Situations When Receiving Feedback**

# The Person Sharing the Feedback is Not Legit

- Consider as if coming from someone you respect
- Focus on the feedback and not the messenger

Source: BetterUp

# The Chosen Place and Time are Wrong

- Try to postpone the discussion
- If can't postpone
  - Collect the feedback
  - Do not answer
  - Do not react
  - Ask for a delay to respond

Source: BetterUp

# The Emotion is High and the Mind Remains Negative

- Don't fight the emotion; welcome it; try to understand the meaning behind it
- Take a deep breath and clarify the point by asking questions
- May also excuse yourself for a couple of minutes

Source: BetterUp

# Putting it Into Practice

Bob and Frank are in disagreement about how to tackle a task. Bob disagrees with Frank by insulting his intelligence.

**What would you do?**

# Putting it Into Practice

Annie, a team leader, provides feedback to Penny on a task. She does so in front of other team members. Penny feels the feedback is harsh and uncalled for. The other team members present feel uncomfortable.

**What would you do?**

# Putting it Into Practice

Michael and Louise have been working on a project together. In discussing their work with colleagues, Michael takes credit for Louise's work.

**What would you do?**



# Putting it Into Practice

Steve, a team leader, upholds high standards, is intolerant of mistakes, and has strong opinions on how things should be done. At a team meeting, Warren, an experienced team member suggested an idea that was shot down by Steve. Everyone else thought it was an idea worth exploring. Steve spoke negatively about Warren behind his back afterward.

**What would you do?**

# Employee Well-being and Psychological Safety in the Workplace

- Grab your smartphone
- Scan the QR Code
- Follow the instruction sheet



# Employee Well-being and Psychological Safety in the Workplace

- Choose **text message** reminders, enter **phone number**
- Select **check-in time**
- Choose **password** and write on instruction sheet

# Employee Well-being and Psychological Safety in the Workplace

- Create a commitment for the next 4 weeks
- Utilize your smart phone for check-ins
- Track your progress
- Set benchmark as of today with rating and explanation
- Click Check In



Source: Whole Hearted School Counseling

# YOU HAVE THE RIGHT TO....

Say no (or yes)  
without feeling  
guilty

Make mistakes or  
change your mind

Negotiate for your  
needs, preferences  
and desires

Express and honor  
your feelings

Voice your opinion  
(even when other  
disagree)

Be treated with  
respect,  
consideration and  
care

Determine who has  
the privilege of  
being in your life

Communicate your  
limits and  
boundaries

Prioritize self-care  
without feeling  
selfish

Talk truly, be seen,  
and live free

Source: Cole, T. (2021). *Boundary boss: The Essential Guide to Talking True, being seen, and (finally) living free.*

# CHALLENGING TIMES LEAD TO POSITIVE CHANGE

A shift in focus to  
what is really  
important in our  
lives

A chance to  
redefine our role in  
life.

Learning to become  
more flexible and  
resilient

Tapping into our  
strengths to  
increase growth  
and self-confidence



# REFLECTION



HEAD



HEART



FEET





**QUESTIONS?**

# Contact or Connect with Me

Scan Here



[ruby@rbhwellness.com](mailto:ruby@rbhwellness.com)



<https://herringtrainingandconsulting.com>



<https://www.linkedin.com/in/ruby-brown-herring>



919-578-5780