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LUNCH & LEARN WEBINAR
How to create psychologically safe and thriving teams in a hybrid world of work

Thursday 26 January 2023, 12.00pm - 1.00pm

Sunita Wazir, Senior Manager – Global Wellbeing, **Unilever**

Hayley Farrell, Global Wellbeing & Resilience Manager, **Arcadis**

Chris Tamdjidi, Founder / Managing Director, **Awaris**

Links, tips and resources shared during our
26th January 2023 webinar
"How to create psychologically safe and thriving teams in a hybrid world of work"

Comments and tips shared in the chat:

No one comes up with a great idea while being chased by a tiger - well said Sunita :)

Feedback (negative in particular) is a gift. It is ammunition to make situations better. Therefore, empowering people to give it is important.

Psychological safety has been around for a while - well before the Pandemic - but it has taken on more significance now, partly because it's even more important to have psychologically safe teams when team members are working in dispersed locations / hybrid

There is an important aspect here about the emotional culture that exists in the workplace, to provide the basis for the narrative leading to the question of how best to create a psych safe environment.

Helping to establish psychological safety at the team level is a great starting point.

I think if a Team Manager is equipped with the skills to manage a team with psychological safety in mind it can be a game changer for communication, relationships, wellbeing and ultimately creativity, innovation and retention.

Organisations and leaders should consider how much attention they pay to how employees are or should be feeling. They underestimate how central emotions are to building the right culture and employee experience.

"Screamed safety and whispered health" … what an insightful quote Hayley. Thank you!

We've got a poll on the www.makeadifference.media homepage asking whether people think that the ability to create psychological safety in teams should be a mandatory KPI for managers. It would be great to know what you think:

100% agree, it should be a KPI because unfortunately we have seen organisations that have the "it's not in my KPI" syndrome. But we should also reward and recognize these good behaviours informally to create a culture shift.

There is neuroscience behind the breeding ground for positive culture.

As Hayley says, for an organisation to be truly a psychologically safe environment, it should encompass many things - including organisational design - are people in the right roles, are people enabled to grow their skills, do they have autonomy etc. etc.

Defining those habits is key, and it should be the team that works together to define what they are and what they mean to that team and contributing to creating psych safety, and be held accountable to those.

It's difficult to strip away years, sometimes decades of ingrained workplace behaviour. In the past I've rolled out initiatives and been surprised and disappointed when nobody took advantage. The idea of building team habits that Chris was talking about is essential. Changing habits is hard, and requires encouragement, effort and repetition

Good point Sean, there must be accountability to changing those engrained behaviours and developing better habits.

Agree - so many people view this as "fluffy" but it is so important and has a knock on effect on profit, productivity, strategy execution etc

Links shared in the chat:

Link to Harvard Business Review article about Amy Edmondson's work which Sunita references:

https://hbr.org/2021/04/what-psychological-safety-looks-like-in-a-hybrid-workplace

Link to Amy Edmondson's book:

https://fearlessorganization.com/the-fearless-organization

Link to Amy Edmondson's TED Talk:

https://www.youtube.com/watch?v=LhoLuui9gX8&t=4s

You may want to check out this article: Insights from assessments of 100 hybrid teams – The role of team habits on innovation and psychological safety:

https://makeadifference.media/culture/insights-from-assessments-of-100-hybrid-teams-the-role-of-team-habits-on-innovation-and-psychological-safety/

Another good book I would recommend is Black Box thinking by Matthew Syed:
https://www.amazon.co.uk/Black-Box-Thinking-People-Mistakes-But/dp/1591848229

Practising non-violent communication is a great way to build trust in working relationships - as you mentioned this is what is needed to Psychological Safety success. It is one of the most authentic forms of communication, we take our observations free from judgment, then determine our core feelings and needs in order to feed into the action/requests we make. Definitely worth a look if you haven't heard of it already! The best book is Marshall Rosenburgs 'Non-violent Communication', 1999:

https://www.amazon.co.uk/Nonviolent-Communication-Language-Life-Guides/dp/189200528X

Very interesting is Amy Edmonson`s latest collaboration with Neuroleadership Institute on Neuroscience of Psychological Safety and translating it to behaviours:

https://hub.neuroleadership.com/ybaw-s8-e8

It is a Felt topic - love it, Chris!

Thank yous:

Thank you guys.
Thanks so much, this has been super!
Thank you, this was really cool
Very useful and interesting session, out of the normal of type of webinars i've seen so thank you
Thank you all, that was a really interesting discussion!
Thanks! This was great.
Thank you very interesting
People remember less of what is said and more of how they feel. Fabulous webinar!
Great session, thank you!
Fantastic. Thank you.
My commitment is to continue having this conversation :)

Thank you so much everyone!
Thank you, great session. lots to implement
Thank you All!
Thank you!
Thanks you excellent session
Thank you all so much.
Thank you very much everyone :-)
Thank you
Thank you, great session!
Thank you!