

# Creating Psychological Safety: The Manager's Role in High- Risk Environments

Rebecca Eaton-Head of Occupational Health and Wellbeing





# Mental Health in Cadent

- Male dominated industry
- High risk work
- Toughness and strength are valued, mental health conditions, or seeking help, may be seen as personal weakness
- Seasonal and cyclical work contributing to personal and family strain
- High stress and deadline driven work
- Limited job control
- Long work hours including potential for overtime



# What is Psychological Safety ?



- Psychological Safety at work is experienced at individual, team and organisational levels
- It is where people working together have mutual trust and respect and share an understanding that speaking up about everyday frustrations, safety, or health and wellbeing concerns, or new ideas are welcomed and valued

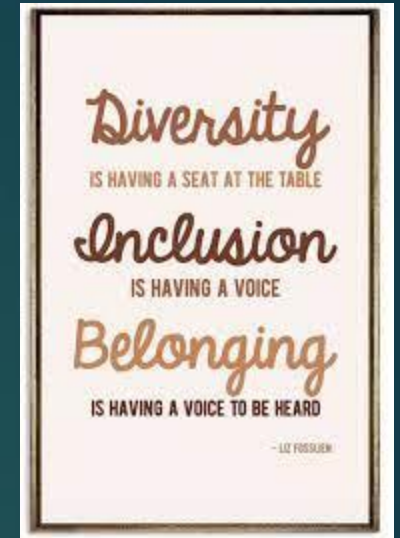




# Feeling Psychologically Safe Vs Psychologically Safe Workplaces



*Believe in  
Yourself.*



# 4 Levels of Psychological Safety

## 1. Inclusion

People feel safe to belong and are valued

## 2. Learner

People feel safe to ask questions and learn from mistakes

## 3. Contributor

People feel safe to contribute ideas even if they are different from others

## 4. Challenger

People feel safe to challenge the status quo when they feel things aren't right and need to change



# Scores

## Wellbeing Rating



Name	Distribution		
Supports my efforts to balance my work and personal life	59%	19%	21%
Manager shows genuine care towards my wellbeing	88%	8%	4%
I know where to go to get additional help when I need it to support my health and wellbeing	80%	13%	6%
Have adequate workplace resources to support health & well-being	75%	17%	7%
Amount of stress in my job is manageable	56%	25%	19%

# Leaders & Line Managers

Research tells us that relationships, particularly with our manager, is the most significant driver of wellbeing at work.

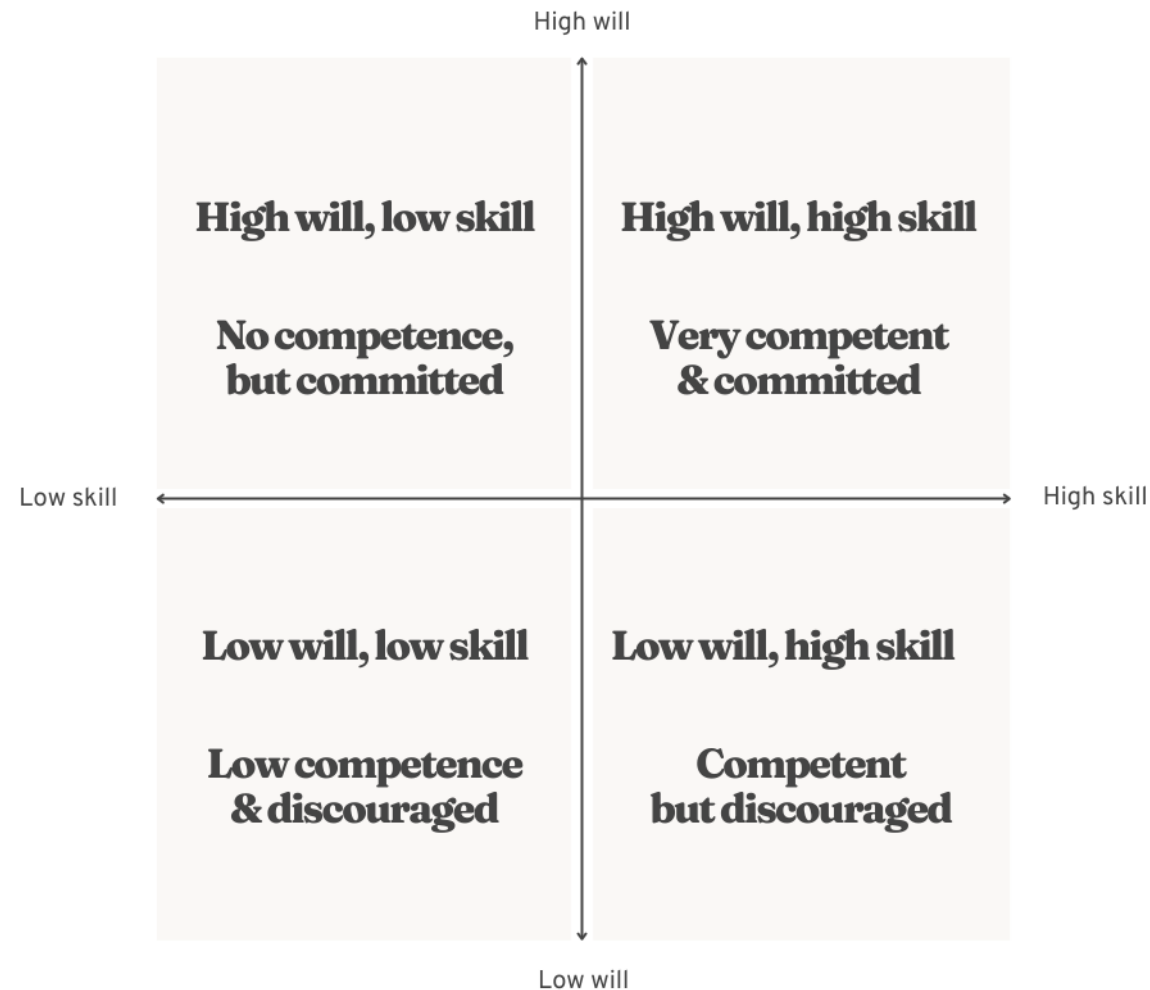
**86%** of job satisfaction comes from our relationship with our manager

**70%** of an employee's motivation comes from their manager



# The skill/will matrix

Also known as the competence/commitment matrix.



**BiteSize** Learning





# Scope



Introducing



# Supportive Conversations Training

## Course outline:

- Introduction to mental health and wellbeing
- Impact of change and uncertainty on psychological wellbeing and safety
- Spotting the signs of the impacts on mental health
- Human-centric management, the importance of trust and how to create a supportive work environment
- Key elements of a response, empathy, reassurance, support and active listening
- Role play specific role based scenarios
- Try out skills and behaviours of a conversation
- Self care and protecting personal wellbeing



# Training in Action

# Benefits of training

- Improve manager capability
- Increases manager confidence to have everyday conversations
- Mental wellbeing rather than mental ill health focuses
- Experiential approach that brings subject matter to life
- Bespoke applicable scenarios
- Highly immersive training with specially trained actors
- Safe space to explore and try out skills
- Focus on prevention rather than reactive approach



## Next steps

Each cohort is supported with a follow-up sessions at 3 months and one year for embedding and coaching, they are also provided with resources and a safe chat space

# Updates

## Line Manager Mental Health Training

### Feedback:

9.8/10 would recommend to another manager

“I feel more confident about having a supportive conversation with a member of my team”

97% agree or strongly agree

“This course has improved my ability to have a conversation with my team about their mental health and / or any other changes you may face as a manager”

99% agree or strongly agree





The background of the image is a dense, out-of-focus pile of light-colored wooden question marks. The question marks are three-dimensional and appear to be made of a natural wood material, with some showing the grain. They are scattered across the entire frame, creating a textured, repetitive pattern. The lighting is soft and even, highlighting the edges of the question marks in the foreground while blurring those in the background.

Any Questions?