



Wellbeing Works

making the difference

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A woman with blonde hair, wearing a bright yellow long-sleeved shirt, is leaning over a white laptop. She is pointing at the screen with her right hand. A man with short brown hair, wearing a blue and white checkered short-sleeved shirt, is sitting at the desk and looking at the laptop screen with a smile. He is holding a tablet in his left hand. The background shows a bookshelf filled with books and a desk with a glass of water. The overall scene is bright and professional.

The Psychologically Safe Journey

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What is Psychological Safety?

Psychological Safety is concerned with

“Creating workplaces which avoid psychological harm, so that staff are able to think, feel and behave optimally.”



The Evidence

- Psychosocial attributed absence levels typically 55%.
- 40% of Muscular-skeletal (MSK) absence is attributed to line manager behaviour.¹
- In the NHS Patient Mortality falls as staff wellbeing levels rise.²
- Productivity and Psychosocial wellbeing are strongly correlated.³

1. Christenson JO, Knardahl O - 2011

2. Michael West - 2012

3. NiESR - 2014

Illustrations of the Components of Psychological Safety

Managers proactively create environments where:

- Staff are encouraged to ask difficult or awkward questions.
- Staff can ask for help or assistance.
- Staff put forward solutions to problems.
- Staff readily admit errors or mistakes.
- Staff openly share relevant information unprompted with fear of retribution, criticism or ridicule.



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A Few Questions....

- Higher Engagement levels.
- High Productivity levels.
- Stronger Morale.
- Psychological Safety in place.
- Lower Absence levels.
- Lower Labour Turnover levels.

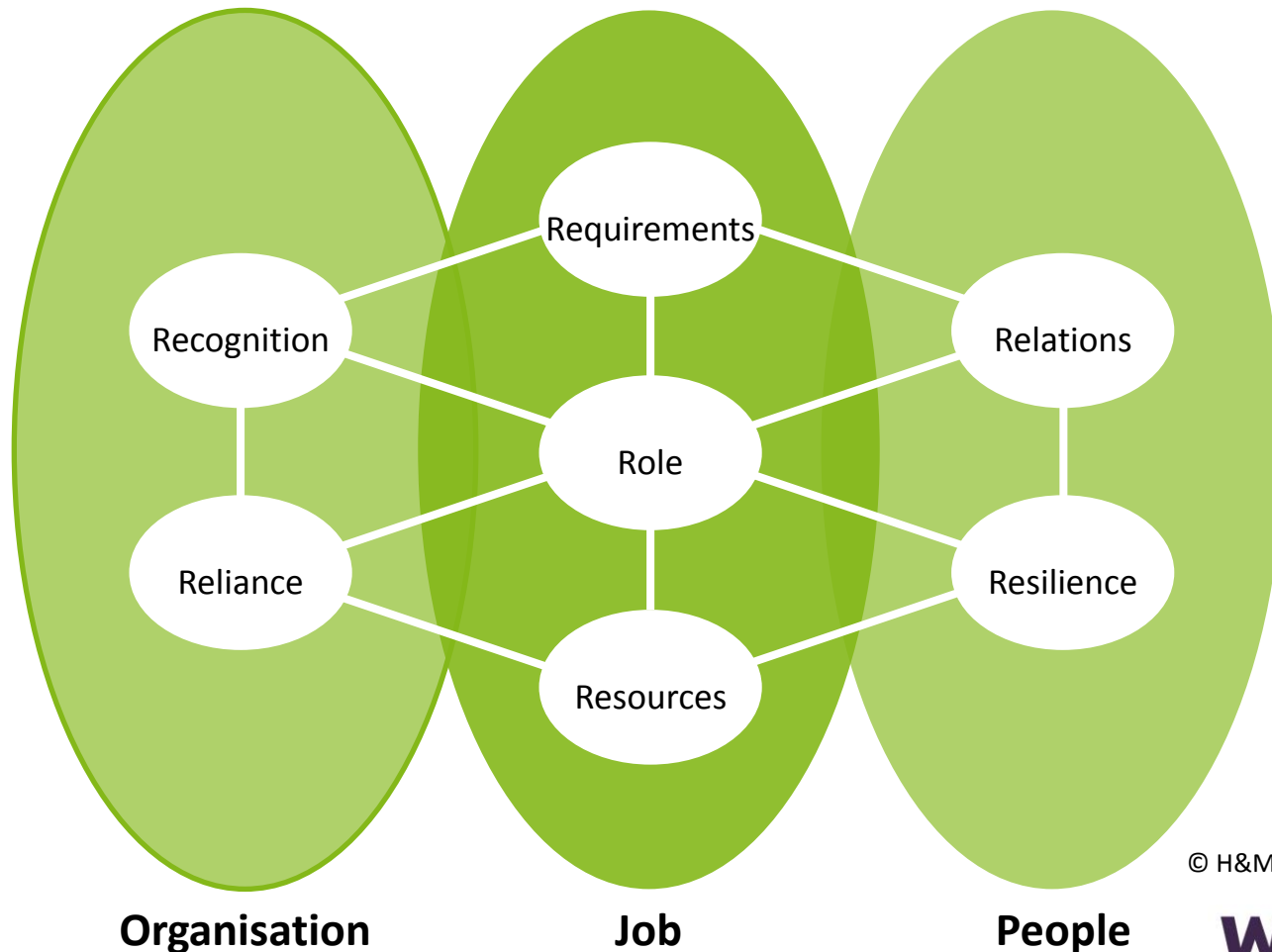


Step 1 – What does it mean for you?

- Managers need to be able to look after their own psychological health so that they can create Psychologically Safe Workplace
- Managers need to :
 - Understand the data on **scale and source** of current psychological safety issues.
 - Understand the **impact and relevance** of the issues to them, their team and the product or services you offer.



Step 1 – What does it mean for you?



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Step 2 – Thinking differently

- How we choose to think is a very powerful influence upon life's outcomes.
- There are thinking styles, just as there are driving styles and interviewing styles.
- Adopting a broader range of thinking styles changes the work environment because it changes how people think, feel and behave.



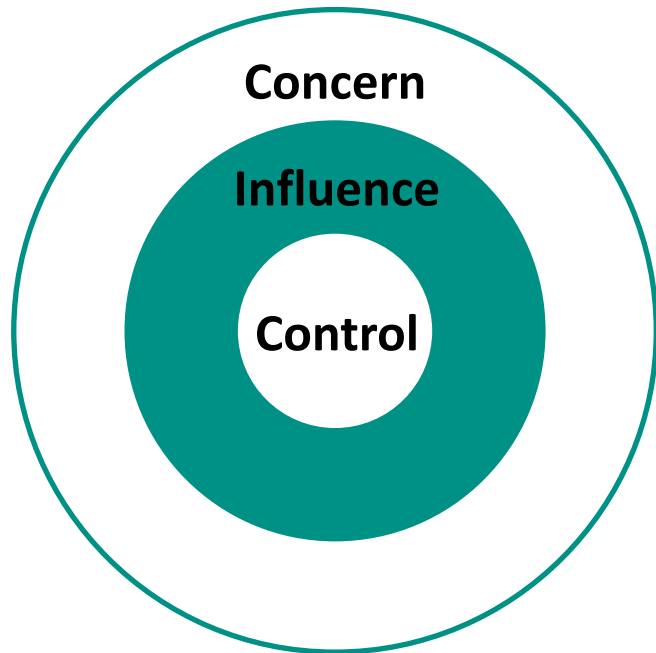
Step 2 – Thinking differently

- Thinking traps
 - Jumping to conclusions.
 - Rejecting the obvious.
 - Mind reading.
 - Personalising.
 - Tunnel vision.

Examples...



Step 2 – Thinking differently



Stephen Covey - "7 Habits of Highly Effective People"

$$E + R = O$$

Jack Canfield – "The Success Principles"

Step 3 – Actions and behaviours

Step 1 – Team Psychological Needs	Y/N	Actions I Will Take
1. My teams psychological safety needs are recognised by me		
2. My teams psychological safety is reviewed and measured		
3. My teams psychological safety needs are accommodated by me to a reasonable degree		
Step 2 – My Focus	Y/N	Actions I Will Take
1. I ensure that I look after my own mental health		
2. I focus my work efforts largely on influencing others		
3. I encourage others to constructively challenge the status quo as to how we work		
4. I have created an environment where it is safe to take interpersonal risks		

Step 3 – Actions and behaviours

- Why use a framework?
 - Provides clarity
 - Provides consistency
 - Set priorities
 - Allows integration
 - Allows monitoring



4 – The Implementation Stage



Step 4 – The Implementation Stage

- Managers adopt the framework.
- It underpin or forms part of other organisational initiatives or changes.
- Adopting Psychological safety is influential and powerful which delivers measureable improvements in:
 - Wellbeing, engagement, performance, productivity and discretionary effort.



Thank You



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Stand 10

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