

## Building Psychological Safety – Cheat Sheet

### All Team Members

#### Demonstrate Engagement

- Be present and focused on conversations
- Ask questions to learn from your teammates
- Be interactive and offer your input – show you're listening
- Show your engagement by responding verbally and using your body language e.g. face the person speaking
- Show connection by making eye contact

#### Show Understanding

- Reiterate what was said to show understanding, be open to questions and acknowledge areas of agreement or disagreement
- Verbally validate comments
- Focus on solutions instead of placing blame
- Remember your body language and facial expression – are unintentionally negative? Use them positively e.g. nod your head

#### Be Inclusive

- Be open and share information about your working style, and encourage others to do the same
- Be available and approachable
- Clearly communicate the purpose of meetings outside the norm
- Step in if team members speak negatively about others
- Have an open body posture
- Build rapport with team members

#### Include In Decisions

- Ask for input, opinions and feedback from your team members
- Don't interrupt or allow others to do so
- Acknowledge input from others

#### Show Confidence

- Be audible and clear in a team setting
- Support and represent your team

### Leaders

#### Be inclusive in personal settings

- Acknowledge and thank team members for their contributions
- Be available and approachable to team members for 1:1 meetings, feedback sessions and career coaching

#### Be inclusive in decision-making

- Explain reasoning behind your decisions
- Acknowledge and highlight when team members contributed to a decision or success

#### Show confidence and conviction without appearing inflexible

- Manage and keep team meetings and discussions on track
- Support your team in their work and share their success with senior leaders
- Encourage your team to challenge your perspective and ideas
- Model vulnerability by sharing personal perspective on work and failures
- Demonstrate appropriate risk-taking and encourage your team to do the same