

# Psychological Safety In the Workplace

Psychological Safety – The  
key to peak performance

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CEO NeuroCapability



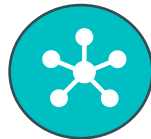
# What We Will Cover



What is psychological safety



The antecedent of psychological safety – ‘social safety’

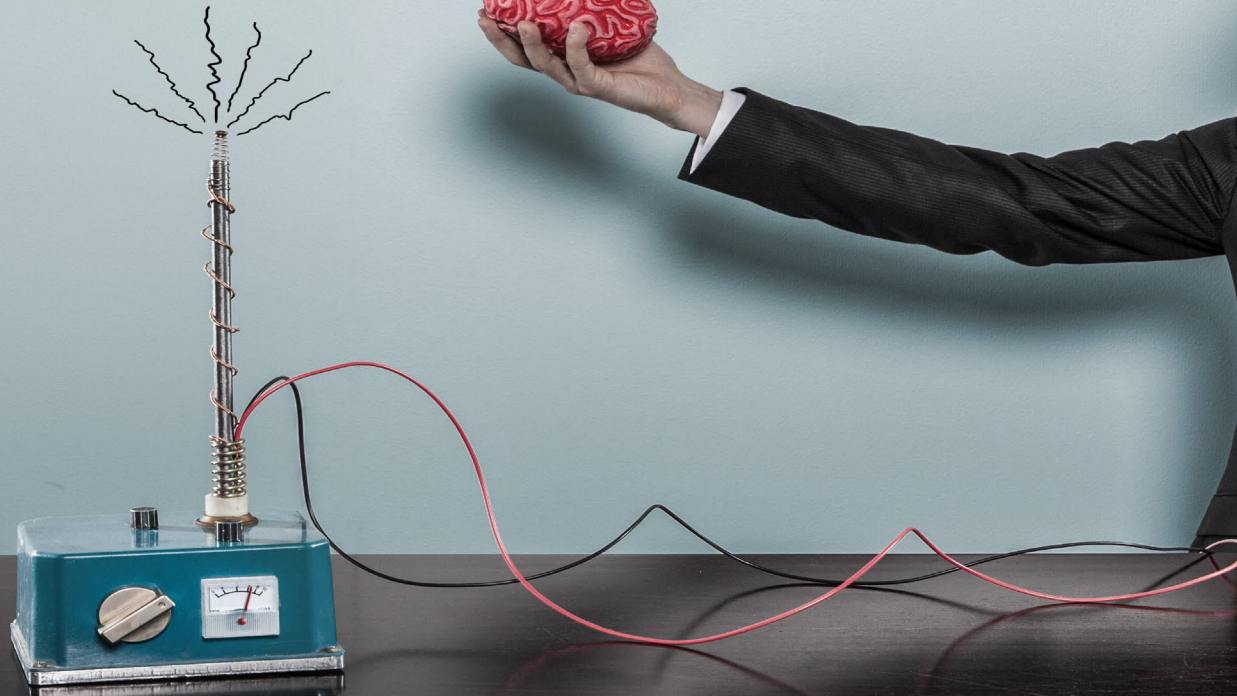


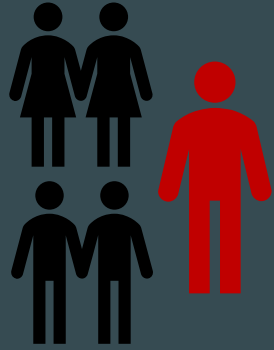
Drivers of psychological safety



The link between psychological safety and performance

PROGRESS





1 in 5 Australians experiencing a mental health condition

**92%**

Serious work-related mental disorders are attributed to work-related mental stress

**\$10.9B**

Costs to Australian businesses in productivity, participation and compensation costs



<https://www.safeworkaustralia.gov.au/book/supporting-business-provide-mentally-healthy-workplace>

# Secrets of Team Effectiveness

- Dependability
- Structure and clarity
- Meaning
- Impact
- Psychological safety





# What is psychological safety?

# Psychological Safety



**'Psychological safety is a belief that one will not be punished or humiliated for speaking up with ideas, questions, concerns or mistakes'**  
**(Amy Edmondson 2012)**

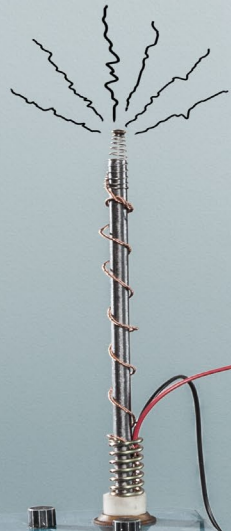
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A precursor to  
psychological safety  
– social safety

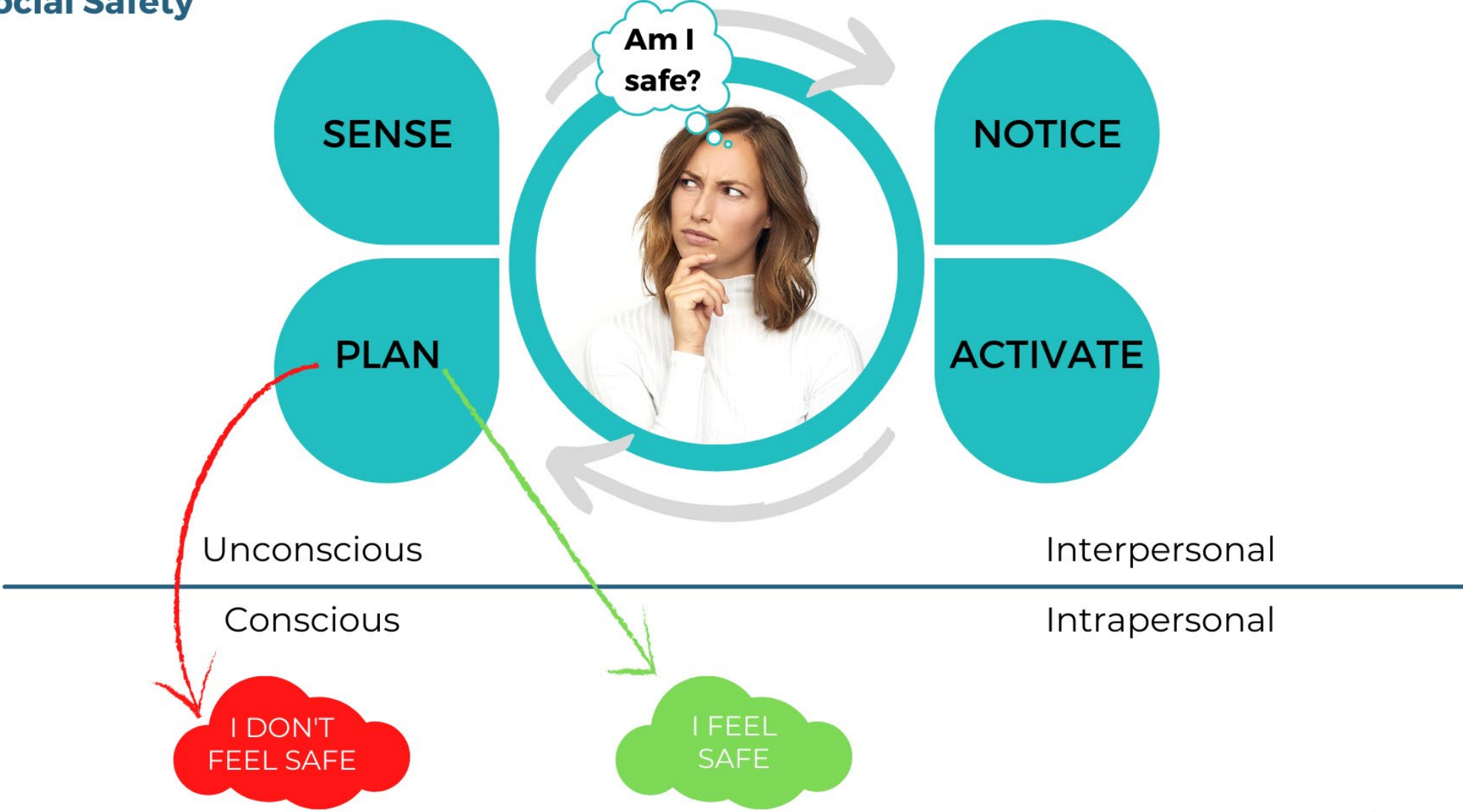




PROGRESS

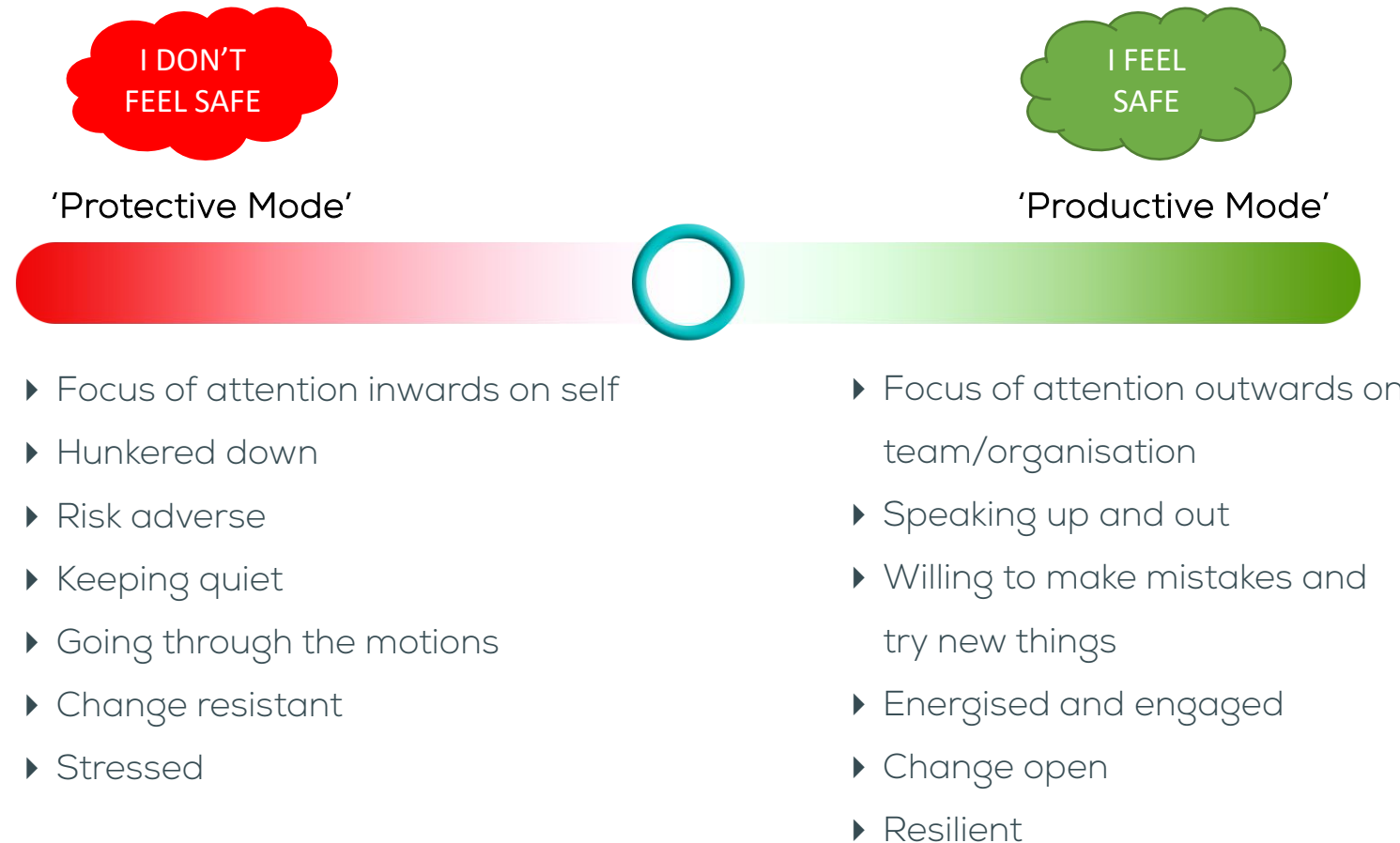


**Social Safety**



**Psychological Safety**

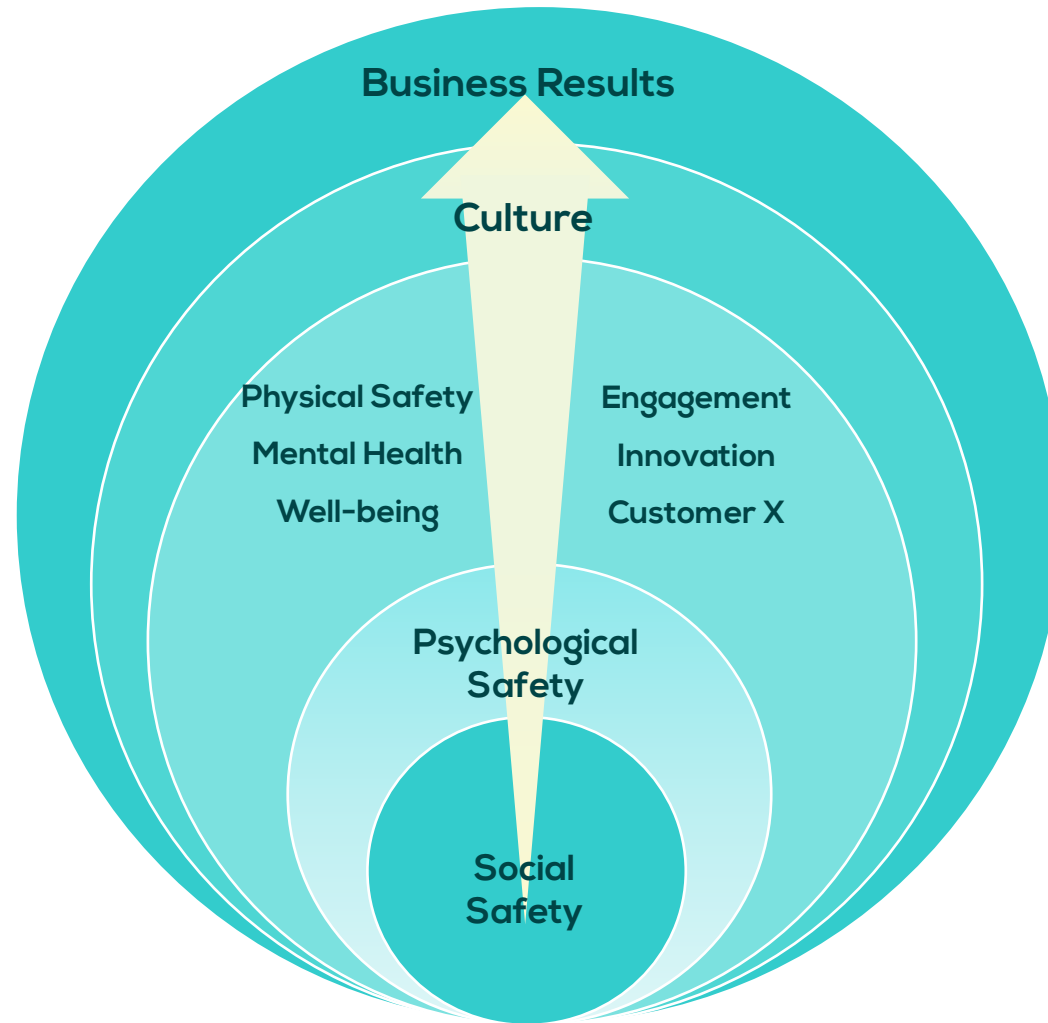
# Protective to Productive Mode



Social Safety – 'an individuals' perception that they feel *socially safe* to engage in interpersonal risk-taking (Ray 2021)



# Lead vs Lag

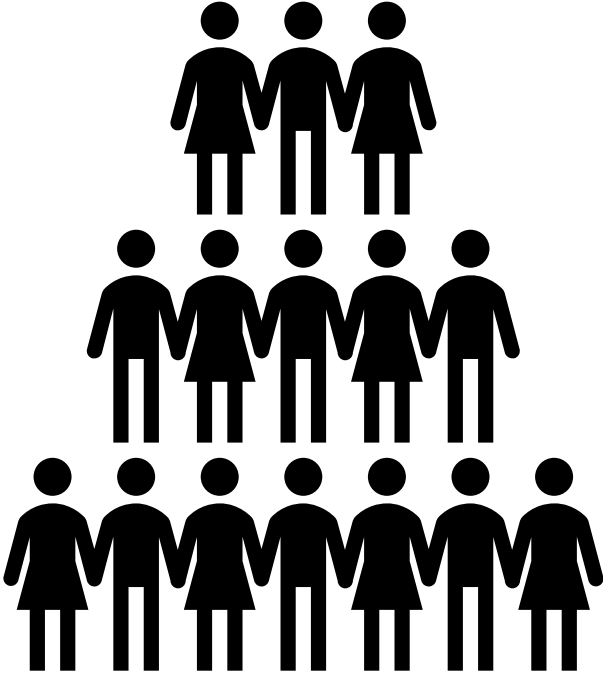


# What are the drivers of PS perceptions?



75%

Of employees report that the most stressful part of their job is their immediate supervisor



Leaders influence Psychological Safety by as much as:

70%



Key role of your  
brain...



# Why understanding the brain is key



# 5 Key Drivers Influencing Social & Psychological Safety

## SIGNIFICANCE



Do I matter in the eyes of others?

## CERTAINTY



Do I have clarity now and into the future?

## AUTONOMY



Do I feel I have choice and influence?

## RELATEDNESS



Do I belong?

## EQUITY



Am I being treated fairly and equitably?

# Why PS is the key to high performance



Psychological  
safety is not  
warm and  
fuzzy



# Heading North-East



The Psychological Safety/Accountability Model

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Doubling the number of workers who felt psychologically safe generated:

- 27% reduction in turnover
- 40% reduction in safety incidents
- 12% increase in productivity

*Gallup Study*



**\$11,288\***

\*improvement per person per year  
*Local Queensland Gov't Authority*

\$8,888 productivity gain + \$1,333 insurance reduction + \$1,067  
statutory cost reduction





Lost Time Injuries by  
66%



Statutory Costs by \$800,000  
per year



Insurance Premiums by  
\$1,000,000



Productivity gains by  
\$20,000,000 over 3 years



\$8900 per employee/year

**ROI = 3500%**



A Local Government  
Authority – 2IC  
improving safety space



# Lifting psychological safety to improve wellbeing and performance





# Psychological Safety Can Be Measured



Determine levers to  
pull

# People influence CX when:

27.7		40.8		
		31.0		
	24.9			
32.9		35.3		

A1



I have flexibility in how I do my work

A4



I feel my manager trusts that I will do what is expected of me (MI)

S4



My skills are recognised and valued by my manager (MI)

# People drive higher close rates when:

27.5				
		32.6	56.4	
48.9		46.2	44.7	
		41.0		
35.1	40.9		40.8	

R2



My team resolves conflicts together

S3



I feel my opinions are valued by my team members

A3



I feel able to influence decision-making in my team

# Return on investment

- 14.08 % improvement in sales conversion rates
- \$30,043 increase in monthly revenue per store
- Potential of this to increase revenue by \$21.8 million per annum
- It cost .01% of the revenue gain = 9500% ROI

# Psychological Safety Matters!



**A key moderator of high performing teams and organisational  
success**

# Improving psychological safety

Measure it!

Build leadership capability to create psychologically safe team climates!

Contact us to find out how [info@neurocapability.com.au](mailto:info@neurocapability.com.au)  
[linda@neurocapability.com.au](mailto:linda@neurocapability.com.au)

Access our free resources to begin the conversation  
[www.neurocapability.com.au](http://www.neurocapability.com.au)