



*Bridging Bright
Futures for Families*

**ERICSA
2024**

Grand Rapids

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APRIL 7-11, 2024**



**Georgia Department
of Human Services**
Division of Child Support Services



Monica Hall

Director,
Training and Professional
Development

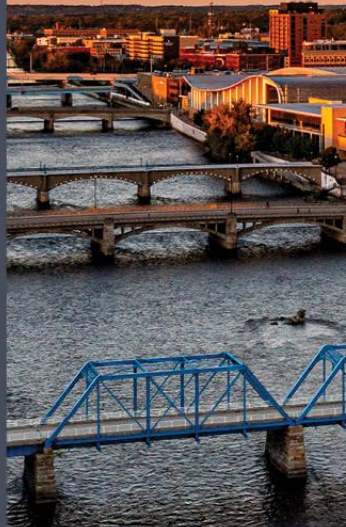


Harolyn Davis-McKee

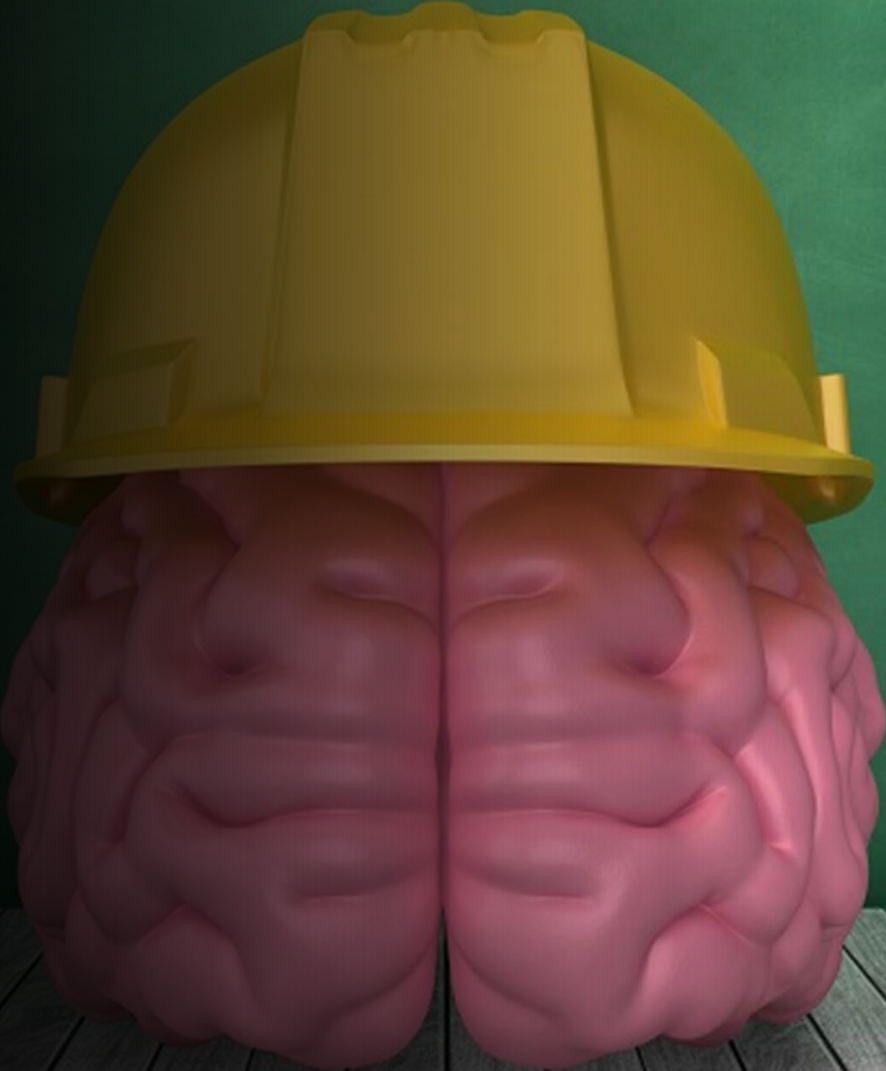
Training Manager,
Special Projects

Helping Hands
Bridging Bright
Futures for Families

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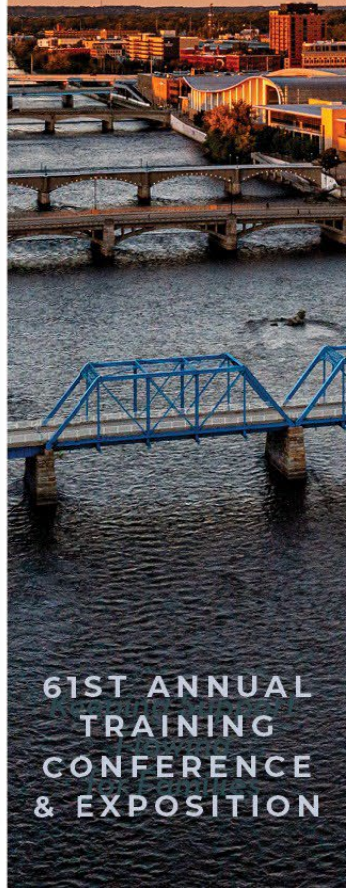
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Psychological Safety in the Workplace



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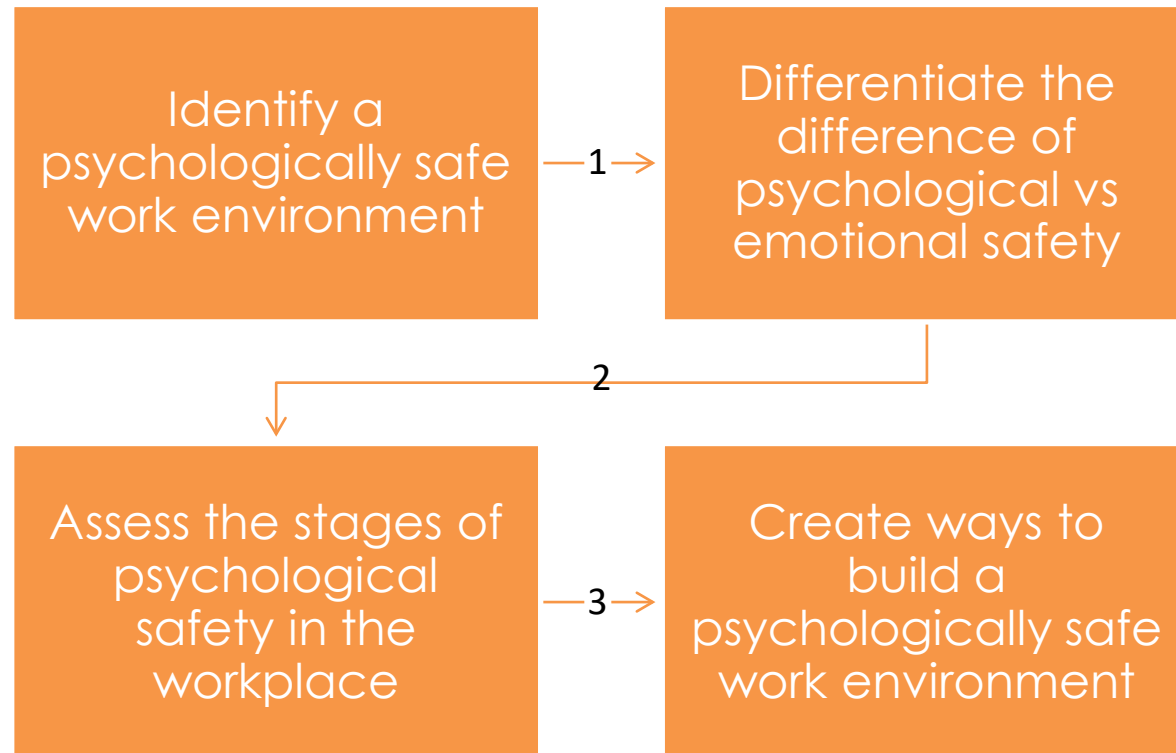


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Training Objectives

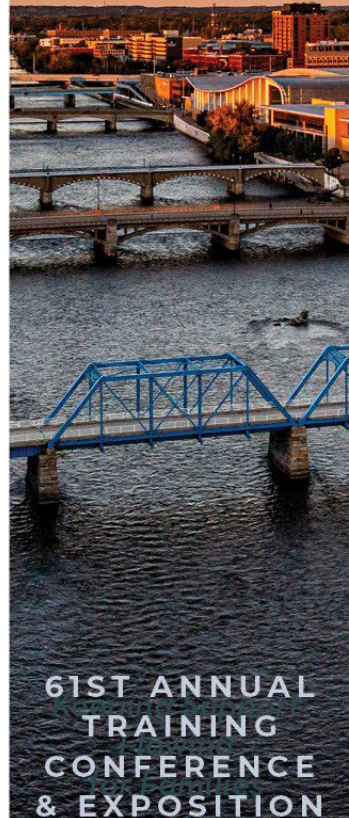


In this training session, we will cover the following objectives:



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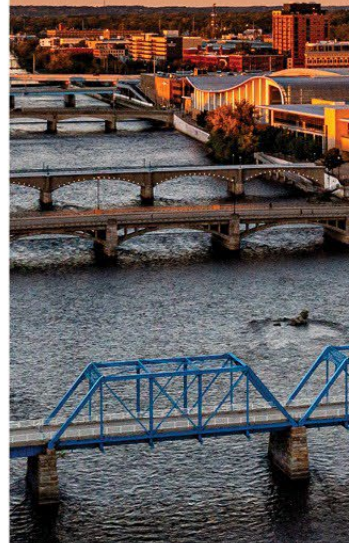
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What is
Psychological
Safety at
Work?



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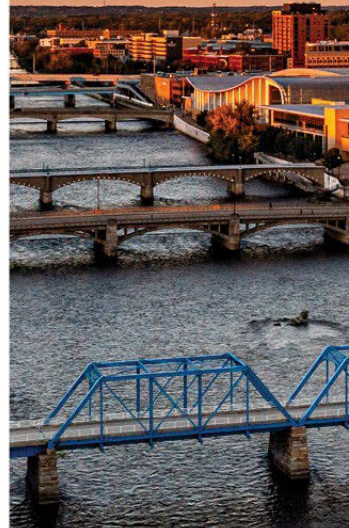
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Why it Matters: Importance of Psychological Safety in the Workplace



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Are Trust and
Psychological
Safety the
same thing?

TRUST

Will **YOU** give others the benefit of the doubt when you take a risk?



"Bob is probably going to freak out if I disagree with him."

PSYCHOLOGICAL SAFETY

Will **OTHERS** give you the benefit of the doubt when you take a risk?



"My team expects me to speak up. It's how we do things."

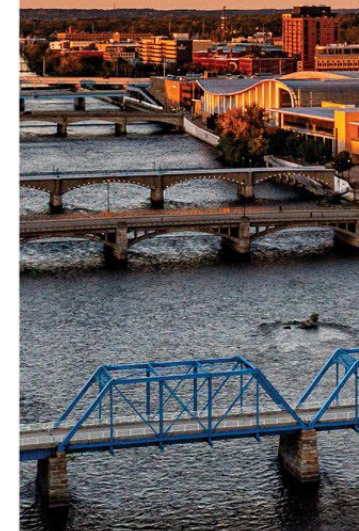
Sources: Edmondson, A. C. (2002). Managing the risk of learning: Psychological safety in work teams. Boston, MA: Division of Research, Harvard Business School, and Center for Innovation and Entrepreneurship.

SCIENCE for WORK



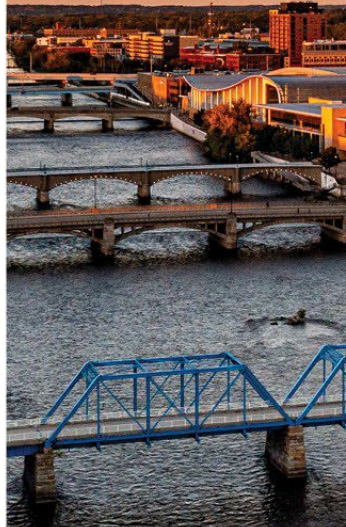
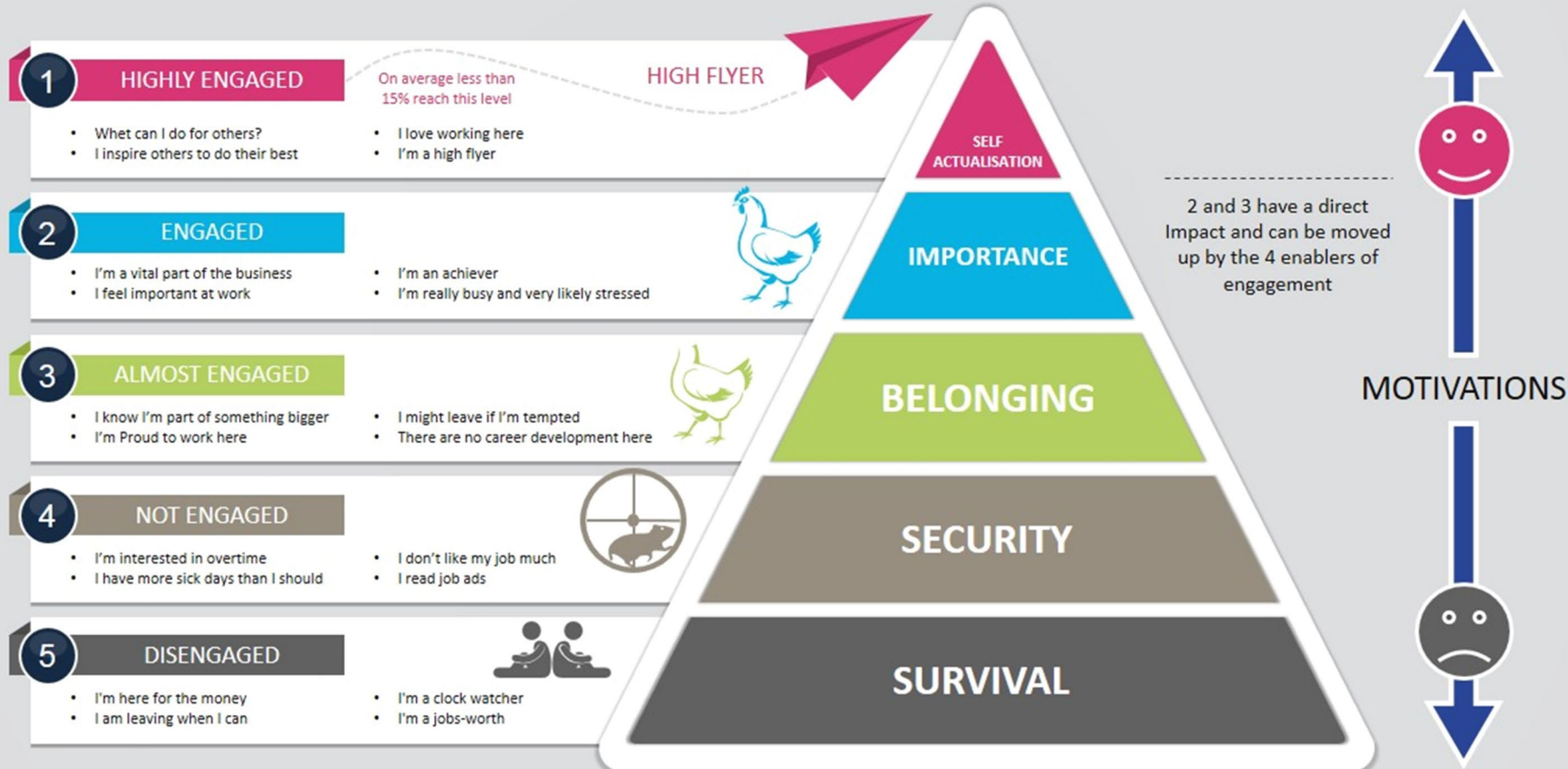
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MASLOW'S HIERARCHY OF EMPLOYEE ENGAGEMENT



The 4 Key Stages of Psychological Safety in the Workplace



1. Inclusion Safety

Whether you're in a team of 5 or 25, all members must feel included and welcomed without discrimination of any sort.



2. Learner Safety

Now you feel included and welcomed, it's time to get comfortable being present in situations and start asking questions, looking for feedback and even experimenting in the environment.



4. Challenger Safety

Now you're fully submerged into the team, you can now challenge the way the team works, brainstorm ideas or even senior members.



3. Contributor Safety

Let's participate! You should feel open to contributing ideas and thoughts without fear of penalisation.



4 Benefits of Psychological Safety in the Workplace



Improves performance standards



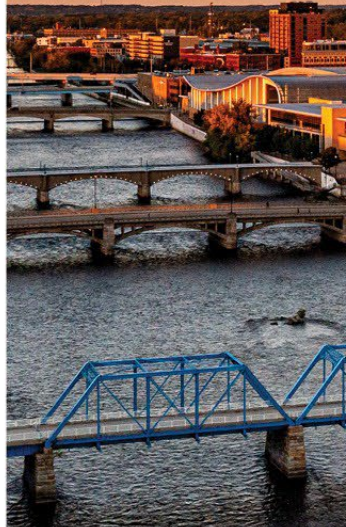
Improves employee wellbeing



Greater teamwork, innovation and creativity



Increases levels of initiative





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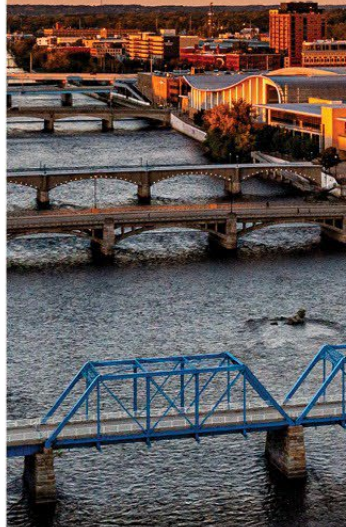


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LET'S WATCH
A VIDEO...



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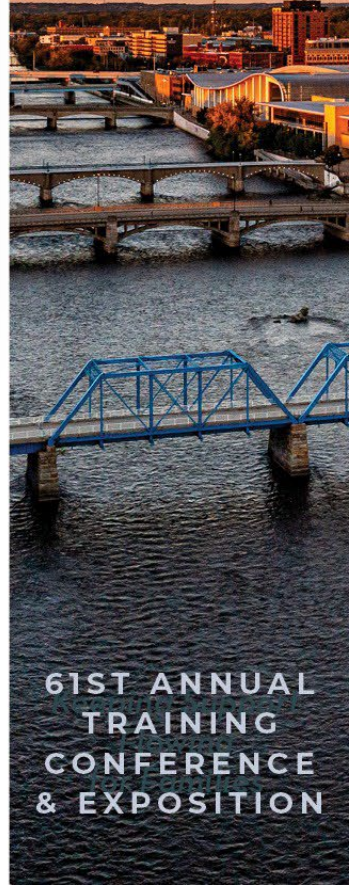
Discussion

- Is this a psychological safe work environment? Why or why not?
- Did the supervisor overlook the employee's skills, or talent during the conversation?



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4 Ways Leaders Can Build Psychological Safety at Work



1. Role-Model How to Handle Failure

Leaders should show they don't know the answers to all the questions as that allows the team to show vulnerability – which is a crucial part of admitting and learning from mistakes.



2. Evaluate Your Current Leadership Style

Self-reflection is the key to successful psychological safety. Work with a coach or HR to gather feedback on your style and develop a plan to focus on becoming the leader who maintains a psychologically safe environment.



4. Include Your Team in Small & Big Decisions

Allow your team to have their input, thoughts and feedback heard. Then, show them how it impacted the final outcome of the decision. Transparency and honesty is key!



3. Avoid Blaming and Negative Language

Negative talk is a psychological safety killer. To stop blaming and negative language, make sure your team steps back to think "what went wrong?"





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LET'S WATCH
A VIDEO...

Video recording

2023-03-23 20:17 UTC

Recorded by

Davis-Mckee, Harolyn

Organized by

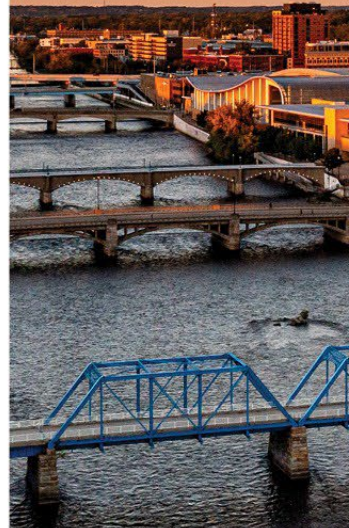
Davis-Mckee, Harolyn

Microsoft Teams



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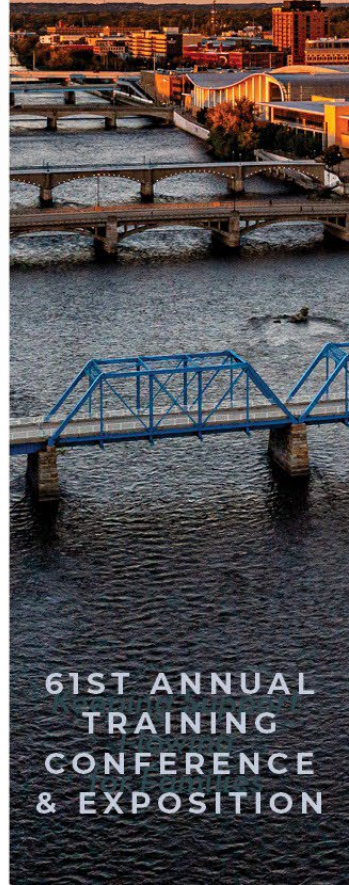
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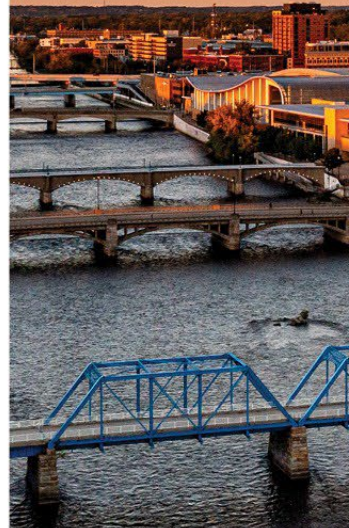
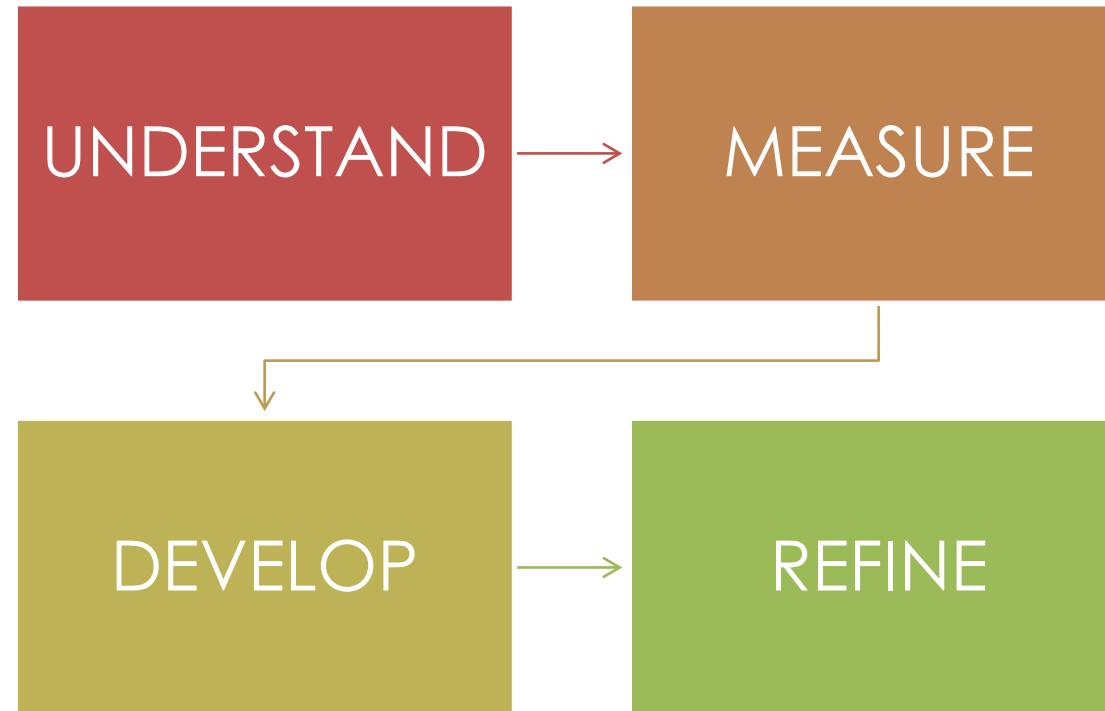
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Action Plan for Psychological Safety



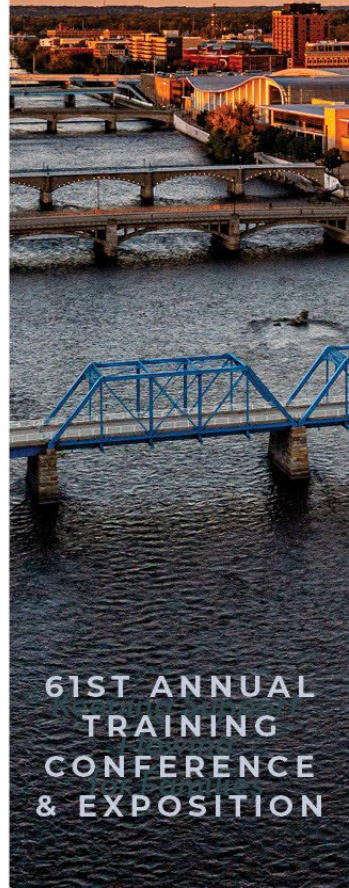
ROLE PLAY

IT'S PURE IMAGINATION



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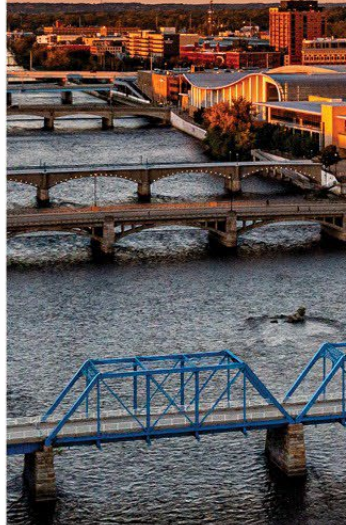
Role Play Discussion

- What did you notice?
- What did you learn from role-playing?



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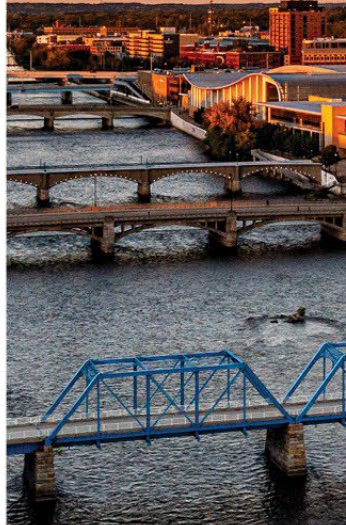


**Build a strong team foundation
by ensuring your employees are safe.**



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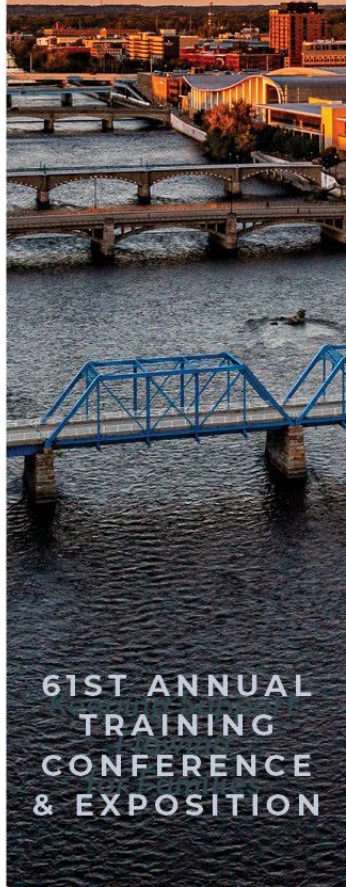
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Key Takeaways

- Psychological safety empowers a team
- Make sure to utilize the 4 stages
- Increases performance



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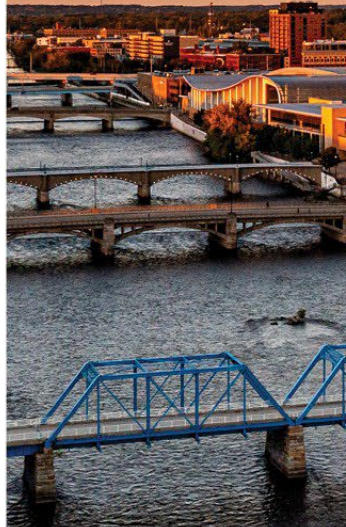
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Resources

- <https://www.leaderfactor.com/psychological-safety>
- <https://spill-site.webflow.io/company-culture/four-stages-of-psychological-safety>
- <https://www.greatplacetowork.com/resources/case-studies/how-children-s-healthcare-of-atlanta-drives-pride-in-its-workplace-culture>
- <https://ehssafetynewsamerica.com/2016/08/19/maslows-hierarchy-of-needs-employee-engagement-in-safety/>
- https://assets-global.website-files.com/62f2cf469f8ee56b01c7f7f6/6597505bab3edf1c2fe552ac_PsychologicalSafetyBlueprint-2024.pdf



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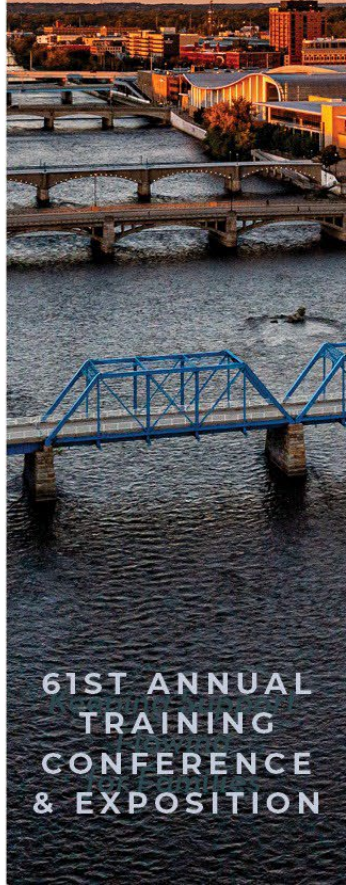


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Thanks for Attending!