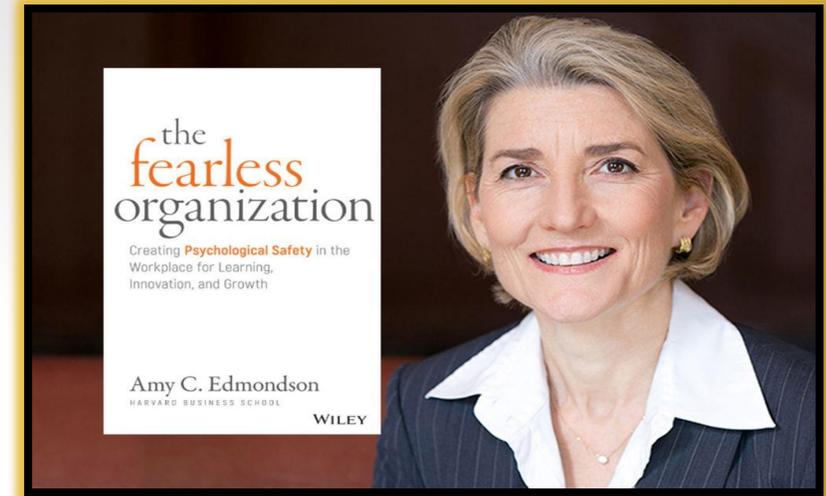
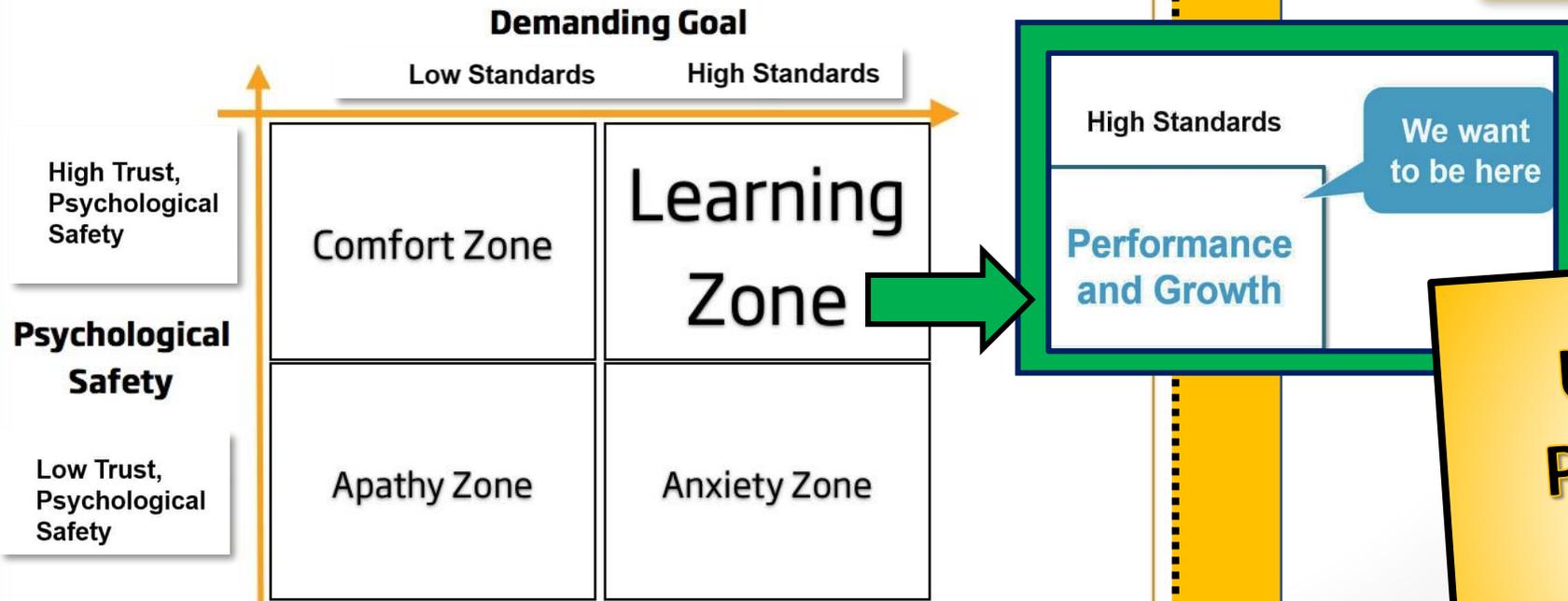




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Concept of Psychological Safety Accountability for Meeting Demanding Goals



The competitive Imperative of Learning, Amy C Edmondson, HBR, 7/8 2008, p. 60-66

**Understand the Power of Trust & Psychological Safety at Work**

## A culture of learning

It is safe to share information, ask for help and experimenting with new ideas/approaches.

## Safe to speak up

Team members feel they can speak up, offer ideas, and ask questions without fear of being punished or embarrassed.

## Support of the team

Support from colleagues and a clear understanding of job responsibilities can also help to cultivate psychological safety.

## WHAT'S THE DIFF? Trust and Psychological Safety

Psychological safety is the belief that your environment is safe for interpersonal risk-taking. It's similar, but slightly different from, trust.

### 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."

Psychological safety exists when you're *not afraid to...*

Be Yourself

Take Risks

Make Mistakes

Raise Problems

Ask Questions

Disagree

...respecting a code of conduct.

**Want to learn more?**

Look for a copy of Amy's book anywhere fine books are available to **curious minds.**