

Promoting Psychological Safety: Practical Skills for Effective Interventions

SESSION

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Presented by Kimberly Lowe and Heidi Hynes

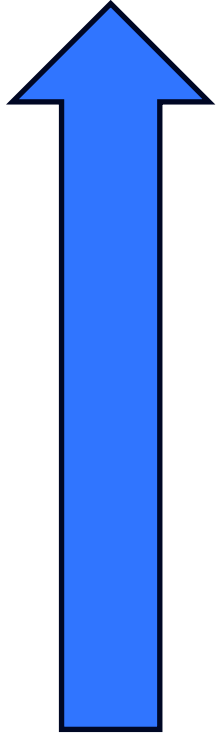


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Psychological Safety

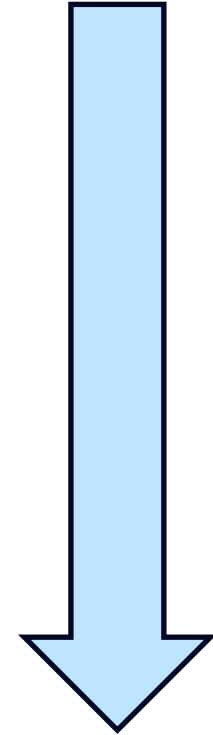
The belief that one will not be punished or humiliated for speaking up with ideas, questions, concerns, or mistakes, and the team is safe for interpersonal risk taking.

Dr. Amy Edmondson



- Open communication
- Constructive feedback
- High levels of trust
- Collaboration
- Encourages, innovation, creativity and adaptability
- Promotes diversity and inclusion
- Higher job satisfaction
- Reduced stress
- Effective conflict management

When psychological safety is present...



When psychological safety isn't present...

Activity

Instructions:

- Read Activity #1 available on Mentimeter.
- At your table, discuss how you would intervene to support Lina and promote psychological safety.
- What specific actions and communication strategies would you take?

5 minutes to discuss



Bystander Intervention Model (NIDA)

Notice

- Recognize that something unusual or concerning is happening.

Interpret

- Understand whether the behaviour signals a lack of psychological safety.

Decide

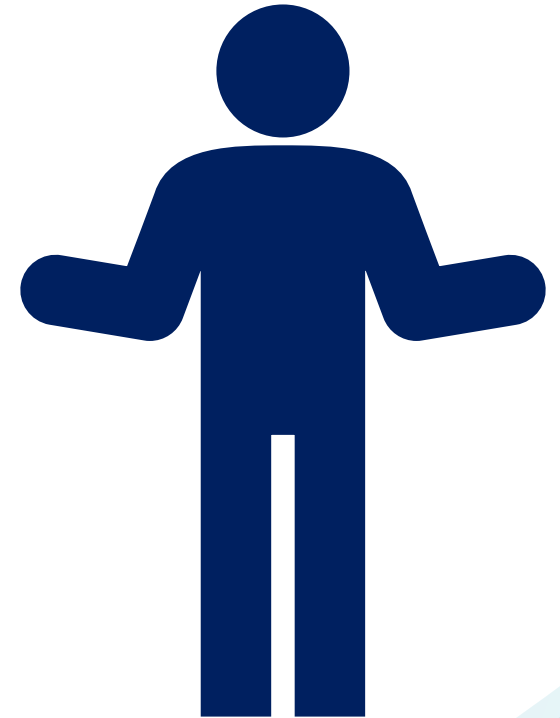
- Determine whether intervention is necessary and consider your options.

Act

- Take appropriate action to address the behavior or support those affected.

Noticing and Interpreting Behaviors That May Indicate a Lack of Psychological Safety

- Silence or reluctance to speak up
- Withdrawal
- Defensiveness
- Interrupting
- Stress or tension
- Reluctance to take risk



Strategies for Deciding and Acting

- Offering support
- Inviting wider participation
- Redirecting the conversation
- Address the comment
- Modeling inclusive behaviour
- Getting help



Activity

Instructions:

- Find a partner.
- Choose one of the four bystander scenarios on Mentimeter to practice.
- With your partner, role-play the scenario, practicing the four-step intervention model.

10 minutes



Table Discussion

How will you apply the skills learned today in your own work environments?

Thank you



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