

Promoting Psychological Safety

Career Connected Learning PHL (C2L-PHL)
Work-Based Learning Institute



WHAT DO YOU NEED TO MAKE SPACE FOR?

**Check-in with
yourself and
identify....**



**BEING
YOURSELF**



**SELF-
COMPASSION**



**MAKING
MISTAKES**



**FEELING YOUR
FEELINGS**



**BELIEVING IN
YOURSELF**



**BEING
IMPERFECT**



**BEING
DIFFERENT**



**LEARNING FROM
THE PAST**

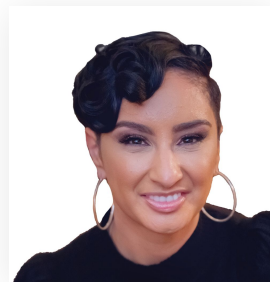


**LOVING
YOURSELF**



Who is Innovageous?

The mission of Innovageous is to provide continuity of learning and inclusive opportunities for all children by building the capacity of educators, schools, and families to develop **innovative** and **courageous** solutions in Education.



Joanna Hightower
Co-Founder



Alicia Woolf
Co-Founder



Shira Woolf Cohen
Co-Founder



Meet Your Facilitators



Shira Woolf Cohen, M.Ed. (she/her)
Co-Founder, Innovageous

- Mom & Wife
- Sister & Friend
- Middle School Math Teacher
- Educational Leader
- Non-Profit Board Member
- Senior Neubauer Fellow
- Higher Education Faculty
- Author
- Top Values: Opportunity & Community



Meet Your Presenter



Tiffany Searles, M.Ed. (she/her)

Lead Partner of Community Engagement

- Foster Momma, Daughter
- Director of Out of School Time Programs, Service-Learning, Community & Family Engagement, School Communications
- Lehigh University, Temple University & City Year, Philadelphia's Magic Gardens
- Wellness Practitioner & Yoga Teacher
- Traveling, Aprendiendo Español, Being in Nature
- Top Values: Communication & Community



Session Norms



Limit Distractions



One Voice, Share the Air



Be Future Focused



**Embrace Diversity
of Thought**



Value Practice



**Stay Engaged to
Embody the Purpose**



Plan for Our Time Together

Agenda

1. Define Psychological Safety
2. Strategies that Hinder and Promote Psychological Safety
3. Exploring Empathetic Listening
4. Using Strength-Based & Growth Mindset Language
5. Generating Trust
6. Reflecting for Action



Outcomes

1. Learn the principles and importance of psychological safety in career-connected learning environments.
2. Develop strategies to create environments where youth and staff feel safe to express themselves, take risks, and make mistakes.
3. Improve communication skills to foster open, respectful, and supportive interactions among youth and staff.
4. Promote practices that build trust and inclusivity, ensuring all participants feel valued and respected.

Understanding Psychological Safety



Psychological Safety Isn't Optional, It's Foundational

Youth programs are built on relationships, trust, and growth.

Without psychological safety:

- Staff avoid hard conversations
- Young people disengage or shut down
- Mistakes are hidden instead of used for learning

With psychological safety:

- Staff communicate honestly and collaborate effectively
- Youth take risks, ask questions, and build confidence
- Programs become spaces for real growth, not just compliance





Stop & Jot

When you think about the term “Psychological Safety” what comes to mind?



What Resonates With You?

“Simply put, psychological safety makes it possible to give tough feedback and have difficult conversations without the need to tiptoe around the truth. In psychologically safe environments, people believe that if they make a mistake others will not penalize or think less of them for it. They also believe that others will not resent or humiliate them when they ask for help or information. This belief comes about when people both trust and respect each other, and it produces a sense of confidence that the group won’t embarrass, reject, or punish someone for speaking up. Thus psychological safety is a taken-for-granted belief about how others will respond when you ask a question, seek feedback, admit a mistake, or propose a possibly wacky idea...

Psychological safety does not imply a cozy situation in which people are necessarily close friends. Nor does it suggest an absence of pressure or problems.”

- Amy Edmondson, *Teaming and the Fearless Organization*



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Some Definitions of Psychological Safety

Psychological safety is the belief that you won't be punished or humiliated for speaking up with ideas, questions, concerns, or mistakes.

- Center for Creative Leadership

Psychological safety means that team members feel safe to take risks and be vulnerable in front of each other.

- Elena Aguilar



Psychological safety is about being able to act and engage in a team without fear of negative consequences.

- Amy Edmondson, Manage Magazine

Psychological safety is the ability to show and employ one's self without fear of negative consequences of self-image, status or career.

- Forbes Magazine





Stop & Jot



Based on your understanding of psychological safety, what are you doing to **PROMOTE & HINDER** psychological safety with youth, staff, and employers?



Strategies that Promote & Hinder Psychological Safety

Promote

- Setting clear expectations
- Defining group norms
- Modeling vulnerability
- Active listening
- Leading with empathy
- Respectful interactions
- Generating trust
- Approaching with curiosity
- Reflecting on mistakes/failures

Hinder

- Changing expectations
- Ambiguity of norms
- Blaming or shaming
- Disregarding emotions
- Unpredictable reactions/interactions
- Undermining teamwork
- Controlling
- Inflexibility
- Fixed mindset



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Empathetic Listening



Brené Brown on Empathy vs. Sympathy

Perspective Taking

Staying Out of Judgment

Recognizing Emotion in Others

Communicating the Emotion You See



Defining Empathetic Listening

Empathic listening is a type of listening that utilizes a combination of active listening skills, a reflection of feelings, and a questioning technique combined with the interpersonal ability of empathy to understand someone better intellectually and emotionally.

(Gearhart & Bodie, 2011)





Stop & Jot

What is an example of a programmatic issue that has come up that would benefit from empathetic listening?



Empathic Listening

Steps

1. Pause
2. Paraphrase
3. Ask Questions

Tools

**Paraphrasing and
Reflecting for Empathy**



**Questions to Encourage
Conversation with Empathy**



Let's Practice Using Empathetic Listening

In pairs, use the tools provided to approach the practice scenario. Share your thoughts on how you could approach each scenario and the specific language you would use from the tools!

Scenario 1:

You are debriefing with a youth in your program about their ongoing lateness to their worksite, which is impacting their success in the program. The youth explains he is responsible for getting his young sisters out of the house for camp before leaving to go to his worksite.



Scenario 2:

One of your staff members shares with you that she is struggling with respectful communications from a community partner. She feels that the partner is often times making excuses for his disrespectful behavior towards youth participants because he has 'so much going on'. The staff member is losing patience with the partner.



Stop & Reflect



Strength-Based Communications to Build a Growth Mindset



What is Strength-Based Communication?

Communication that emphasizes strengths, contributions, and resources of an individual or group.

The communication feels genuine and empowering.

The Glass is Seen as Half Full!



Why Does Strengths-Based Communication Promote Growth Mindset?



- Emphasizes the potential for development
- Focuses improvements on leveraging strengths
- Promotes learning from strengths
- Reduces the fear of failure
- Encourages problem solving
- Celebrates progress & process



Starting with Language Sentences & Stems

How did you use your strengths to....?

What is working well that you could lean on?

What skills do you have that could help with this scenario?

How can you overcome this challenge?

I see your efforts in ...

Something you can take into the future from this is...



Strengths-Based Feedback for Adults

Giving adults feedback is powerful. The language we use and the timing of the feedback is equally as impactful. Keep this bookmark with strengths-based sentence and question stems handy in order to foster trusting relationships with your staff and build their skills.

Strengths-Based Feedback for Students

Giving students feedback is powerful. The language we use and the timing of the feedback is equally as impactful. Keep this bookmark with strengths-based sentence and question stems handy in order to foster trusting relationships with your students, and build their skills.

Let's Practice Using Strength-Based Communication

In pairs, use the tools provided to respond to the scenarios. Share your thoughts on how you could approach the scenario and the specific language you would use from the tools!

Scenario 3:

As part of your program, young people are pitching ideas of ways they can make an impact in the community. During a public speaking pitch, a youth stumbles on her words and gets flustered in front of the group. After the activity is over you notice the young person disconnected from the group and upset from her speech. You approach her and she tells you that she's "the worst public speaker".



Scenario 4:

During a mid-program partner meeting, one of the employer partners shares that they don't feel they are doing a great job mentoring young people. He suggests ending the partnership, and you know it's an important partnership to sustain.



Stop & Reflect



**WHAT WAS YOUR
MOST VALUABLE POINT (MVP)?**



Strategies for Generating Trust



Building Trust Starts With...

- **Vulnerability** - showing vulnerable moments
- **Familiarity** - seeing and talking to regularly
- **Similar Interests** - sharing interests, likes, dislikes, etc.
- **Concern** - showing empathy for events that are important
- **Competence** - demonstrating strong skills and knowledge, with a willingness to help or support

***Adapted from Dr. Zaretta Hammond*

Making Connections
Having Personal Regard
Fostering Confidence





Stop & Jot



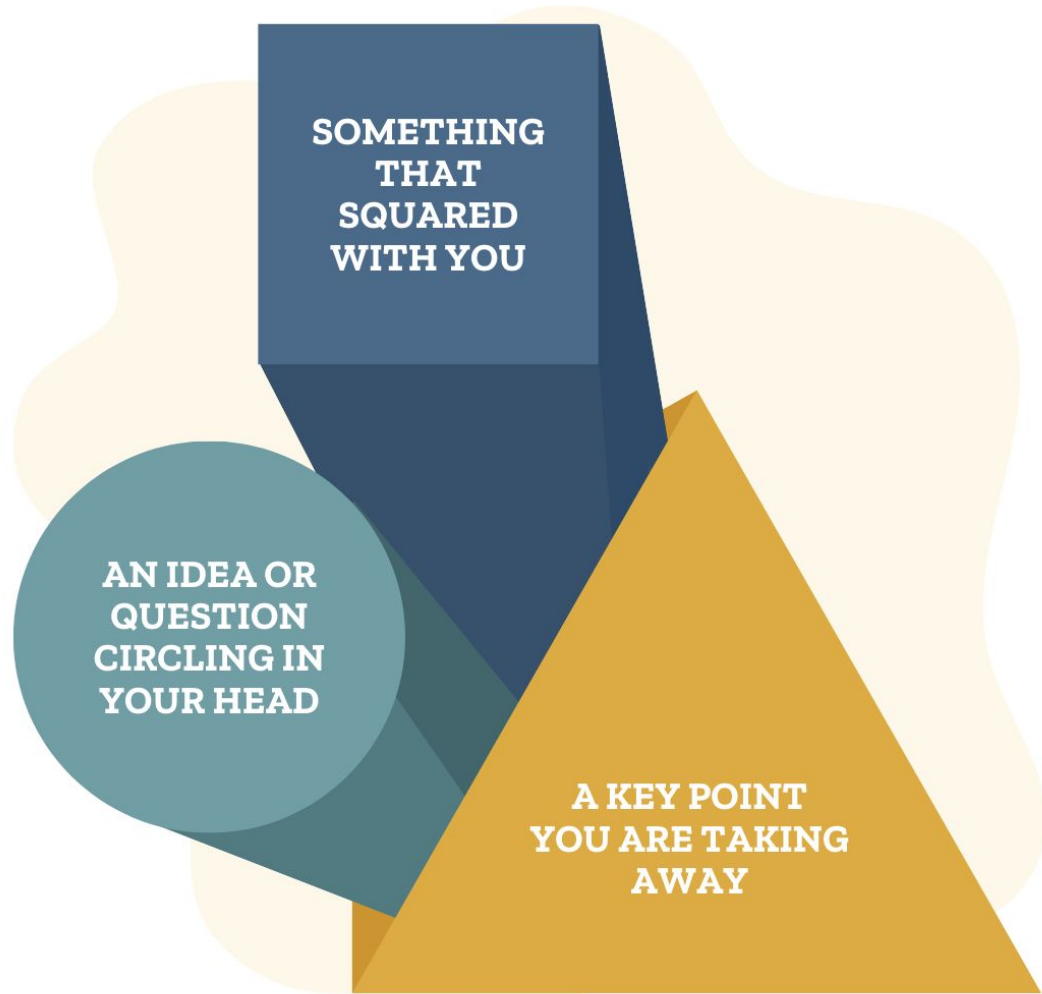
WHAT IS AN OPPORTUNI-**TEA**
TO HIGHLIGHT FOR OTHERS AS
A STRENGTH ?



Reflection & Wrap Up



Final Reflection



Feedback & Resources for Further Learning

Workshop Resource Folder



rebrand.ly/bgvul8i



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TAKE OUR SURVEY

Scan the QR Code Below



Or Use the Link

rb.gy/ybpgha