

Leader Behaviors to Create Psychological Safety

“Three interrelated practices help create psychological safety.”

“**A leader’s job**—whether at the top of an organization or somewhere in the middle—is **to create a safe space for people to speak up, make mistakes, and bring their full selves to work.**”

Amy Edmondson, *The Fearless Organization*

Leader Behaviors:

- Acknowledge the speaker
- Thank them for the input
- Really listen
- Normalize failures
- Look forward
- Offer help
- Discuss/consider/brainstorm next steps
- Sanction clear violations

Embrace Messengers

Frame the Work

Leader Behaviors:

- Emphasize Purpose
- Identify what’s at stake
 - why it matters
 - who’s counting on us
- Set the stage
- Set expectations
- Address uncertainty
- Give permission to fail

Model Fallibility

Leader Behaviors:

- Demonstrate humility
- Acknowledge your gaps
 - Say “I don’t know, I could use your help”
- Ask for input
- Use open-ended questions/prompts
 - “What am I missing?”
 - “Tell me more.”
- Create forums for input
- Establish guidelines for sharing

