

## Session summary—

### Psychological safety: the most important (yet overlooked) glue that makes learning stick

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Thank you for attending our session on psychological safety. Ensuring a psychologically safe workplace and learning environment is one of the most powerful things we can do to maximise potential – for students and educators, alike.

#### Let's connect

Follow or connect with me on LinkedIn: [linkedin.com/in/chemenesinson](https://www.linkedin.com/in/chemenesinson). I look forward to learning more about you and your work.

#### Let's work together

I collaborate with organisations and their teams in a range of roles:

- as a **speaker** or MC for conferences and special events
- as an **advisor** in quality learning experience systems and design, facilitation or assessment – accredited or non-accredited
- as a **mentor**, supporting new and experienced educators
- as a **facilitator** of learner-focused programs that enhance work performance.

If you want to explore research-driven strategies to amplify the impact of education and training, I'd love to hear from you!

- **Email** [chemene@chemenesinson.com](mailto:chemene@chemenesinson.com), or
- **Call** +61 409 910 002, or
- **Visit** [chemenesinson.com](https://chemenesinson.com).

Cheers,



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### What is psychological safety?

Psychological safety is “... a climate in which people are comfortable expressing and being themselves ... they feel comfortable sharing concerns or mistakes without fear of embarrassment or retribution.”

*Source: Amy Edmonson, The Fearless Organisation, 2019. p.xiv*

### Why is psychological safety important in training and education?

We – educators, students, managers, everyone! – perform best when we feel safe.

When we feel safe, we are more likely to:

- be brave – go beyond our comfort zone to try something new and worthwhile
- be candid – speak up when we need help, when we have made a mistake, or when we have requests or constructive feedback that we want to share with care and respect.

### How to establish and maintain psychologically safe learning

#### 1. Frame the work appropriately

##### Get yourself into the right headspace

- Prepare to lead with empathy, curiosity and humility
- Give yourself permission to make mistakes, miss things, or need help

##### Help students get into the right headspace

- Extend an immediate, warm welcome
- Set realistic, high expectations
- Give students permission to make mistakes, miss things, tell you when you miss things, or need help.

#### 2. Invite engagement

- Make it safe to ask or contribute
- Create a safe practice environment
- Choose words carefully – use positive, curious, objective and inclusive language.

#### 3. Respond productively

- Act consistently
- Normalise and leverage failure
- Give candid and constructive feedback – show empathy, humility and curiosity.