Mind map

Psychological safety: what it is and how to build it at work

What psychological safety is

- ask questions without looking incompetent
- admit a mistake without fear of humiliation
- disagree with the boss without retaliation
- put forward ideas that are still rough

What psychological safety is not

- It isn't about being nice, avoiding conflict or lowering...

What the research says

- A meta-analysis by Frazier and colleagues (2016)

Psychological safety

Signs it's missing

- meetings where only the leader talks
- mistakes discovered late, once they've become crises
- quick agreement with any proposal
- important conversations happening in the hallway

How leaders build psychological safety

- 1. Frame the work as learning
- 2. Acknowledge your own fallibility
- 3. Ask genuine questions
- 4. Respond well to bad news

Frequently asked questions

1. What is psychological safety at work?
2. Does psychological safety mean avoiding conflict?
3. How do you measure psychological safety?

Key takeaway

What psychological safety is, what Amy Edmondson’s research shows, signs your team lacks it and practical leader behaviors to build it at work.

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