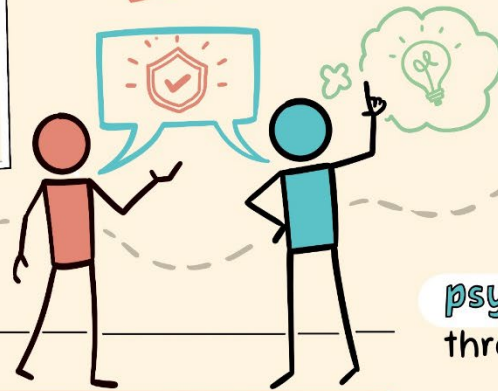


THE PSYCHOLOGICAL SAFETY PLAYBOOK



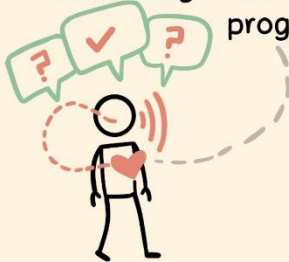
EVERYONE
WANTS to FEEL
HEARD, SEEN, & RESPECTED

Let's ensure
psychological safety for all
through consistent, concrete
actions

THE FIVE PLAYS

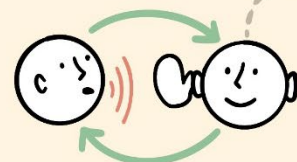
1 COMMUNICATE COURAGEOUSLY

Be open to different viewpoints, and
acknowledge that we are all works in
progress



2 MASTER the art of LISTENING

Listen with full attention and
with intention of understanding
the other person



3 MANAGE your REACTIONS

Shift from automatic
reaction to conscious
response by
recognizing triggers,
pausing, and
responding
intentionally



4 EMBRACE RISK and FAILURE



View mistakes as
learning
opportunities
and normalize
talking about
them

5 DESIGN INCLUSIVE RITUALS

Build a culture
where everyone
can fully
contribute by
balancing airtime
and actively
inviting all voices



KAROLIN HELBIG and MINETTE NORMAN