

PSYCHOLOGICAL SAFETY AND LEARNING

FOUR ELEMENTS OF AN INCLUSIVE ORGANIZATION

GATHERED FROM A GLOBAL NETWORK OF LEARNING LEADERS JUST LIKE YOU



Dr. Amy Edmondson first introduced the idea of **psychological safety** while conducting research as a Ph.D. candidate at Harvard Business School.



Today, it's become a much-discussed strategy to **improve inclusion** and **drive innovation and business outcomes**.



For an organization to build a learning culture, it's critical to have psychological safety so employees feel that they can **bring up new ideas** and even **make mistakes without repercussion**.



In a psychologically safe workplace, a diverse group of employees can **contribute their best work** and **learn from each other**.

What does it take to be an inclusive organization with psychological safety? Here are four elements to look for:

1

Emotional Intelligence

Leaders and their team members must have the **self-awareness** to understand themselves, their biases and their emotions. They must also be aware of how the people around them are feeling and responding to conversations and situations.



2

Belongingness



Everyone in the organization must feel **connected to its purpose and to each other**. When employees feel that they belong, they feel safe to bring their authentic self to work and to the classroom.

3

Candid Feedback

In a psychologically safe workplace, managers feel comfortable **giving candid feedback**, and employees know that this feedback is intended to help them grow. Employees also feel comfortable **giving feedback to leaders**, and leaders are humble enough to hear it.



4

Active Listening



Leaders and team members should **receive training in active listening**, a communication skill that's essential to creating a psychologically safe work environment, as it helps ensure that every person feels heard and understood.

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