

PREPARED FOR

Manas – Center for Mental Wellness & Counselling

Building Psychological Safety at Work

Creating Teams That Speak Up, Heal Fast, Perform Better

Presented by Dr. Priya Dubey Sharma

Manas – Center for Mental Wellness & Counselling

UDYAM-MP-10-0120839



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Programme Overview

This programme explores psychological safety, identified as the critical foundation for exceptional team performance and innovation. Participants will learn to cultivate environments where every team member feels secure to speak up, contribute ideas, and take risks without fear of negative consequences.

Learning Objectives

- ✓ Understand the core principles of psychological safety and its direct impact on team effectiveness and innovation, enabling you to champion its adoption.
- ✓ Identify the distinct stages of psychological safety within teams and learn how to navigate individuals through these developmental phases.
- ✓ Recognize common leader behaviours that inadvertently erode trust and safety, allowing you to proactively avoid them.
- ✓ Implement evidence-based practices that actively foster an inclusive and supportive team climate, encouraging open communication and collaboration.
- ✓ Develop practical strategies for assessing and measuring the level of psychological safety within your teams to guide continuous improvement.
- ✓ Apply learned principles to foster a culture of learning from mistakes, promoting resilience and adaptive capacity within your teams.

WHO SHOULD ATTEND

This programme is designed for team leaders, managers, HR professionals, and senior leadership aiming to enhance team dynamics and overall organizational effectiveness.

Programme Content

1. What Psychological Safety Is – and Is Not

Psychological safety is the shared belief that a team is safe for interpersonal risk-taking, enabling individuals to be themselves and voice concerns without fear of embarrassment or punishment. It is crucial to distinguish this from mere niceness, which can mask underlying issues, or from avoiding accountability, which is detrimental to progress. True psychological safety empowers constructive dissent and encourages learning from errors, fostering a robust environment for growth and performance.

 **Activity: Small group discussion: Share examples of when you felt safe to speak up at work and when you didn't.**

2. The 4 Stages of Psychological Safety

Amy Edmondson's framework outlines four critical stages: 1. Inclusion Safety (feeling accepted and belonging), 2. Learning Safety (feeling safe to ask questions and learn), 3. Contribution Safety (feeling safe to contribute ideas and effort), and 4. Challenge Safety (feeling safe to challenge the status quo or offer constructive criticism). Understanding these stages helps leaders tailor their approach to foster trust incrementally and effectively build a resilient team culture.

 **Activity: Individual reflection: Assess which stage your current team might be in and identify one action to move to the next stage.**

3. Leader Behaviours That Destroy Safety

Certain leader actions can quickly dismantle psychological safety, even unintentionally. These include dismissing ideas without consideration, publicly criticizing individuals, assigning blame for team failures, and maintaining an environment of silence where feedback is discouraged. Such behaviours create fear, stifle creativity, and lead to disengagement, ultimately hindering team performance and innovation.

 **Activity: Paired discussion: Identify specific phrases or actions leaders can use to shut down conversations and brainstorm alternative, supportive responses.**

4. Practices That Build Safety

Cultivating psychological safety involves intentional practices that promote inclusion and learning. Leaders can foster this by actively soliciting diverse perspectives, framing work as a learning process rather than a performance test, and creating a culture where constructive failure is seen as an opportunity for growth. Encouraging curiosity and asking open-ended questions are also vital tools for building trust and encouraging participation.

 **Activity: Group brainstorm: Develop a list of 'inclusion rituals' your team can adopt to ensure everyone's voice is heard.**

5. Measuring Psychological Safety in Your Team

Assessing psychological safety is essential for understanding its current state and identifying areas for improvement. This can be achieved through anonymous surveys that gauge team members' comfort levels with speaking up, asking questions, and admitting mistakes. Regular, informal check-ins and observing team dynamics can also provide valuable insights into the prevailing atmosphere of trust and safety.

 **Activity: Individual exercise: Draft three survey questions you could use to gauge psychological safety within your team.**

6. Leading for Innovation and Resilience

Teams with high psychological safety are more innovative, adaptable, and resilient in the face of challenges. When individuals feel secure, they are more likely to share novel ideas, experiment with new approaches, and provide candid feedback, leading to better problem-solving and continuous improvement. This programme equips you with the skills to foster such an environment, directly contributing to sustained high performance and organizational success.

 **Activity: null**

Action Plan

Concrete steps for implementation.

Action	Owner	Timeline	Notes
Communicate the importance of psychological safety to all team members.	HR/Manager	Week 1	Share programme outcomes and commitment to fostering a safe environment.
Introduce a 'no-blame' approach to mistakes and learning opportunities.	Manager	Week 2	Frame errors as learning opportunities during team meetings.
Implement structured inclusion practices in team meetings.	HR	Month 1	Ensure all team members have an opportunity to contribute their views.
Conduct an initial psychological safety assessment via anonymous survey.	HR/Manager	Month 1	Use survey results to identify key areas for focus.
Organize follow-up sessions to discuss assessment results and action planning.	Manager	Month 2	Collaboratively develop strategies based on team feedback.
Integrate psychological safety metrics into leadership performance reviews.	Leadership	Quarter 1	Reinforce the organizational commitment to psychological safety.

About Manas



Dr. Priya Dubey Sharma

Founder & Consulting Psychologist | Applied, Organizational & Behavioural Psychologist | PhD | 18+ Years

Dr. Priya Dubey Sharma brings 18+ years of applied psychology to corporate wellness. She has worked with SBI, educational institutions, and corporate teams across India. Her evidence-based approach combines CBT, mindfulness, and culturally contextualised psychology for measurable outcomes. She is the creator of the Performance FOMO Index™ and the High-Functioning Distress Framework™.

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