Psychological Safety Masterclass

Explore the What, Why, and How of Psychological Safety

Overview

The Psychological Safety Masterclass provides delegates with a good understanding of the What, Why, and **detailed** How of Psychological Safety. Following the workshop series, delegates will have sufficient understanding, motivation, practices, tools, and resources to cultivate psychological safety within their own team.

You can access this course as an individual (open course) or with your team as part of internal training within your organisation.

Investment

Open Course: £349 + VAT per delegate

Team Training: £2995 + VAT (max 15 delegates)

Format and Delivery

The course comprises 6 Modules:

- **Module 1 – Where to get started with Psychological Safety?**

Delivered in 2 parts:

i) 45-minute recording

ii) 45-minute live follow-up workshop (online)

- **Modules 2, 3, 4 and 5 (core modules)**

(ideally delivered/started within 4 weeks of module 1)

Option 1: Delivered as a full-day in-person workshop (9:30 – 5:00)*

Option 2: Delivered online in modular format (each module approx. 90 mins)

*N.B. Module 5 is available in two versions. When delivered as an in-person workshop to a team comprising of 'lead' roles/decision makers, an amended version of module 5 is available (Module '5b'), which will be approx. 30 mins longer.

- **Module 6 – Building and sustaining Psychological Safety within my team (2-4 weeks after Module 5 has been completed)**

90-minute live workshop (online)

Content and Learning Objectives

Module 1: Psychological Safety: The Foundations

Content:

- Definition of Psychological Safety
- Common myths and misunderstanding relating to Psychological Safety
- What makes Psychological Safety important to veterinary teams and organisations
- Who is responsible for Psychological Safety?
- Common factors that help to cultivate Psychological Safety at individual, team and organisational level
- Barriers and common challenges relating to Psychological Safety at individual, team and organisational level

Learning Outcome:

- Understand what Psychological Safety means and recognise common misconceptions
- Appreciate why Psychological Safety is important for veterinary teams and organisations
- Understand practical factors that support Psychological Safety, as well as common barriers and challenges that can hinder it

Module 2: Cultivating Psychological Safety: From the individual to the team perspective

Content:

- Deepening the understanding of Psychological Safety (history and evolution from Carl Rogers to Amy Edmondson)
- Culture, trust, power and Psychological Safety
- Why Psychological Safety looks different to everybody
- The role of values, behaviours and team norms
- Behaviours that are likely to cultivate Psychological Safety
- Team Charters

Learning Outcome:

- Develop a deeper understanding of Psychological Safety by exploring key theories and perspectives
- Recognise the influence of trust, power gradients, and individual differences on how Psychological Safety is experienced within veterinary teams.
- Understand how values, specific behaviours, team norms and charters can help to build and sustain Psychological Safety in practice.

Module 3: Cultivating Psychological Safety: Communication

Content:

- Impact of different communication needs and preferences on Psychological Safety
- Active listening and Psychological Safety
- The role of curiosity, non-judgment and kindness in communication
- Basic principles of compassionate communication
- Personal user manuals and phrase banks
- Inter-team communication

Learning Outcome:

- Recognise how individual communication needs and preferences can influence Psychological Safety within veterinary teams
- Understand and apply key elements of compassionate communication
- Explore practical approaches, tools and strategies, such as active listening, empathy mapping, personal user manuals and phrase banks

Module 4: Maintaining Psychological Safety in challenging situations

Content:

- Understanding the importance of Psychological Safety when dealing with errors and mistakes
- Systemic factors, team norms and social contract and local rationality principle
- Principles of creating a collaborative learning environment including normalising error, retrospectives and futurespectives
- The role of self-regulation
- Responding constructively
- Principles of constructive feedback and speaking up effectively (including graded assertiveness, responding to incivility and microaggressions)
- The role of relationship repair and meaningful apology

Learning Outcome:

- Understand the importance of Psychological Safety in responding to errors and mistakes, and impact of systemic factors and team norms
- Understand the principles for creating a collaborative learning environment
- Develop communication and self-regulation strategies that are likely to help responding and speaking up effectively, and providing constructive feedback

Module 5: Unlocking team performance through Psychological Safety

(N.B. see below for Option 5b*)**

Content:

- The importance of Psychological Safety and drive for team performance
- Cognitive load and slack
- Power-gradients and team performance
- Understand the importance of and challenges to intra- and inter-team communication
- The role of personal user manuals, rituals and ceremonies, Team Charters, and team practices that can help increasing trust and Psychological Safety
- Upholding agreed group norms and supporting effective team meetings
- Further aspects of feedback conversations and relationship repair

Learning Outcome:

- Understand how Psychological Safety and drive affect team performance
- Have an awareness of the role of cognitive load, slack and power gradients
- Explore a variety of practical tools and strategies that strengthen trust, collaboration and constructive communication

Module 6: Building and sustaining Psychological Safety within my team

Content:

- Final Q&A on content of previous modules
- The Pros and Cons of measuring Psychological Safety
- Understand reflect, build, maintain, study cycle
- Create a Psychological Safety action plan as individual and in teams based on previous modules by identifying top 3 individual practices and one team practice to start with
- Resources and tools available that help to maintain progress

Learning Outcome:

- Understand how reflect, build, maintain and study can help to sustain the cultivation of Psychological Safety.
- Have a personalised practical action plan that identifies key individual and team practices
- Have awareness of helpful resources and tools

Module 5b: Unlocking team performance through Psychological Safety - For Leaders

Content:

- Understand the importance of Psychological Safety and drive for team performance
- Cognitive load and slack
- Normalising error
- Power-gradients and team performance
- Understand the importance of and challenges to intra- and inter-team communication
- The role of personal user manuals, rituals and ceremonies, Team Charters, and team practices that can help increasing trust and Psychological Safety
- Upholding agreed group norms and supporting effective team meetings
- Feedback conversations
- Additional topics from leadership angle

    o Understand leadership behaviours and communication that foster Psychological Safety

    o Ladder of participation

    o Psychological Safety in meetings and 1:1 feedback conversations

    o Addressing problematic behaviour (with reference to trauma-informed approach)

Learning Outcome:

- Understand how Psychological Safety and drive affect team performance
- Have an awareness of the role of cognitive load, slack and power gradients
- Explore a variety of practical tools and strategies that strengthen trust, collaboration and constructive communication
- Gain insight into fostering Psychological Safety from a leadership standpoint

Meet the Trainers (Workshop may be delivered by any of our suitably qualified trainers)

Dan Tipney

Dan provides an array of insights into human performance gained from his perspective across numerous disciplines. Formally an international athlete, sports coach, pilot instructor, and airline pilot, he now delivers training and support for veterinary teams.

Dan led the Human Factors training programme at a major UK airline and has since developed and delivered non-clinical training to both veterinary and healthcare professionals. He represented Great Britain both as an athlete and a coach and has a great passion for supporting teams so that they can consistently achieve their goals. Across all fields, Dan has consistently identified that understanding ourselves as humans, both individually and collectively is the basis for delivering positive change.

Since co-founding VetLed in 2015, Dan has collaborated with experts from veterinary medicine, aviation, psychology, and healthcare when developing training material, campaigns, patient safety tools, and cultural initiatives for veterinary teams.

Petra Agthe

Petra Agthe graduated in 1997 from the Vet School in Hanover, Germany. After spending several years in general practice she completed a residency at the University of Cambridge and has been working in private referral practice since, including in a leadership role.

Alongside her main job, she also qualified as a coach and certified mindfulness practitioner. She is host and co-founder of the Vet Mind Works Podcast, which focuses on topics relating to non-clinical skills, culture and leadership. Petra is passionate about Human Factors and has a particular interest in psychological safety.