

# Building Psychological Safety in the Workplace

FOR FRONT-LINE LEADERS — Manufacturing • Construction • Utilities • First Responders

If your team won't tell you the truth, you can't lead well. **Psychological safety is the single most important team performance factor.**

**What is your team not telling you right now — and what is that silence costing you?** Google's Project Aristotle studied 180 teams over two years to identify what separates the best from the rest. The #1 factor wasn't talent, experience, or IQ — it was **psychological safety**: the degree to which people feel safe to speak up, ask questions, and admit mistakes. Teams with high psychological safety show **76% higher engagement, 50% higher productivity, and 3x more innovation.** Front-line leaders build or destroy psychological safety through their daily behaviors. This session gives them the tools to build it — starting with their next interaction.

## THE BUSINESS CASE FOR THIS TRAINING

**76%**

Higher engagement in teams with high psychological safety vs. low-safety teams (Gallup)

**50%**

Higher productivity in psychologically safe teams (McKinsey)

**3x**

More innovation in teams where members feel safe to share ideas and take interpersonal risks

**#1**

Factor in team effectiveness — above talent, experience, or leadership style (Google Project Aristotle)

Sources: Google Project Aristotle • Gallup • McKinsey • Amy Edmondson / Harvard Business School

### WHAT YOUR LEADERS WILL LEARN

- ✓ Define psychological safety and understand why it outpredicts talent and experience
- ✓ Apply five daily behaviors that build — or destroy — safety on a team
- ✓ Respond to mistakes as learning opportunities rather than blame events
- ✓ Model vulnerability as a leadership behavior — admitting uncertainty and error
- ✓ Create inclusive decision-making practices that give every voice a chance
- ✓ Measure psychological safety using Edmondson's validated 7-question assessment

### What Changes Immediately:

- ✓ Supervisors begin saying 'thank you for telling me that' — and meaning it
- ✓ Mistakes get discussed and learned from instead of hidden and repeated
- ✓ Near-misses and safety concerns get reported earlier — before they become incidents
- ✓ Team members bring ideas and problems to their supervisor instead of around them

### 5 BEHAVIORS THAT BUILD SAFETY

*Daily Behaviors. Lasting Trust. Real Performance.*

- 1 ENCOURAGE** Reward curiosity and questions visibly — especially in front of peers
- 2 REFRAME** Ask 'What did we learn?' before 'Who is responsible?'
- 3 INCLUDE** Invite input before decisions — people support what they helped create
- 4 ADMIT** Leaders who say 'I got that wrong' give everyone permission to be human
- 5 LISTEN** An open door is only as good as how you react when someone walks through it

Plus: Thank/Don't Blame Response Cycle, 3 Practice Scenarios, Edmondson 7-Question Assessment, Feedback Loop Tools

*"The impact of their work has been incredible — fostering a new generation of capable leaders. Their curriculum is remarkably specific, addressing our unique organizational needs with precision. I wholeheartedly endorse Rising Tide Solutions."*  
— **Jim Rhodes**, SVP, Wayne Brothers Companies

Your leaders won't remember the meeting where nothing was said. **They'll remember the training that gave them the confidence to act.**

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### SESSION AT A GLANCE

- 🕒 45 Minutes
- 📍 In-Person or Virtual
- 👤 Front-Line Leaders
- 👥 Up to 20 per Session

### Package Includes:

- Slide deck
- Student handout & worksheets
- Edmondson assessment instrument
- Scenario practice worksheet
- Action planning guide
- Complete instructor delivery guide

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