

Welcome!

Fostering Fabulous Workplaces

May 13, 2020



Fostering *Fabulous* Workplaces!

*Approaches to Improving
Psychological Safety, Peak
Performance, and your Business'
Bottom Line*

We acknowledge that in Vancouver,
we are meeting within the traditional,
ancestral and unceded territory of the
Coast Salish peoples of Squamish,
Tsleil-Waututh and Musqueam
Nations.



Catherine North
MAODL, BSc, ACC

- **Advancing Psychological Safety**
- **Enhancing Human Potential & Performance**

OD
Consulting
Catherine North Consulting &
Coaching

Coaching
Abrasive Leaders

THE BOSS
WHISPERING
INSTITUTE

Resilience
Training

THE **RESILIENT** MIND™
...for mental wellbeing 

**Please introduce yourself in the
Chat, and note where you are
joining from today.**

Please introduce yourself in the Chat, and note where you are joining from today.

What brings you this evening?

Personal interest?

Professional role or responsibility?

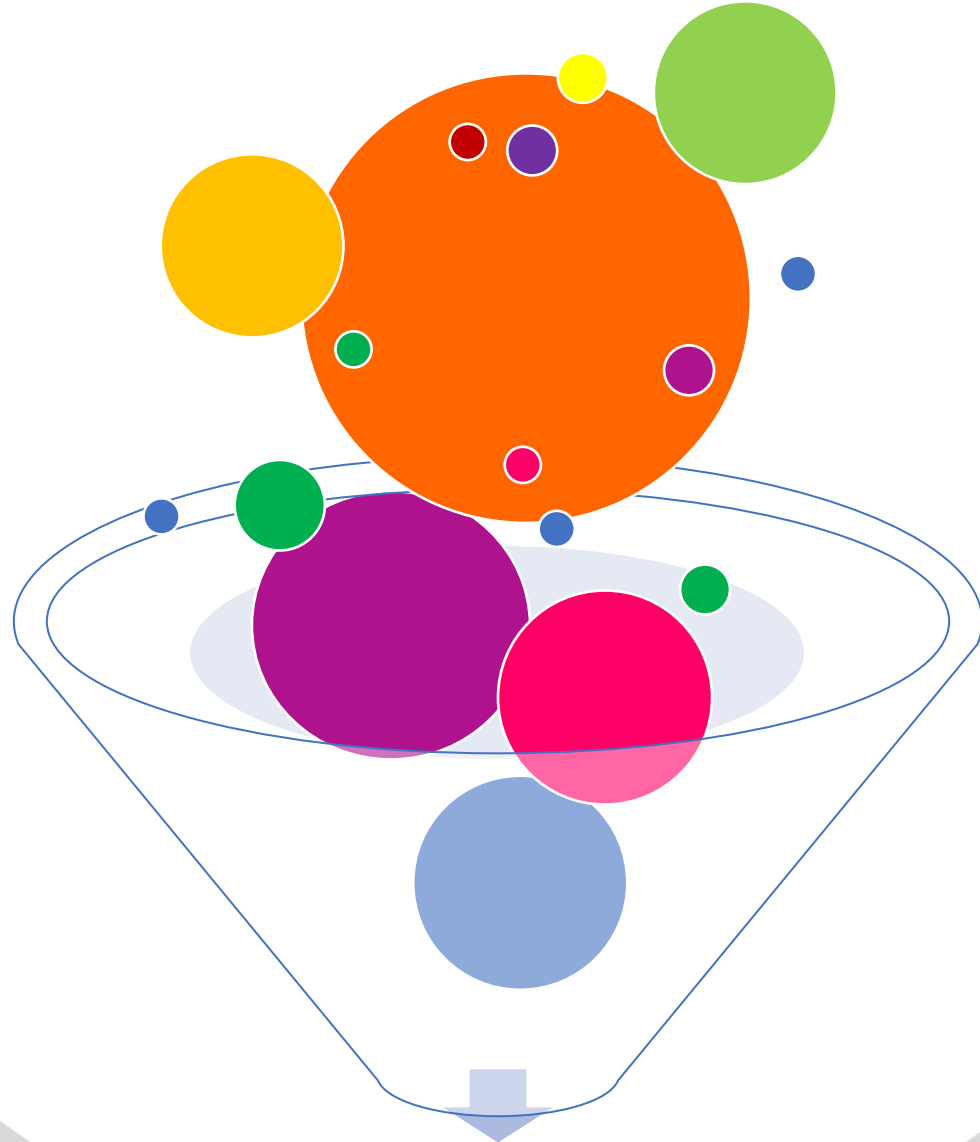
Other?

Poll

How familiar are you with the National Standard of Canada for Psychological Health & Safety in the Workplace?

- A. Not at all - never heard of it.**
- B. Not very - heard of it, but don't know much about it.**
- C. Somewhat - have read the Standard.**
- D. Very - have implemented it.**

Fostering *Fabulous* Workplaces!







**Caring
Connection
Compassion
Collaboration**



Wisdom Integrity Love Learning

Give Yourself a Hug and a High Five!



Objectives for this Webinar

1. Create opportunity for discussion

- *Acknowledge the OD community's contribution to Psychological Safety in the workplace*

2. Introduce you to a suite of online evidence-based tools and resources you can use with clients

- *Increase employee engagement*
- *Improve retention & recruitment*
- *Reduce costs associated with burn-out, sickness, and stress*

Goals

1. Explore factors that foster fabulous workplaces
2. Review the 13 factors of Psychological Safety (based on the National Standard of Canada for Psychological Health and Safety in the Workplace)

Goals

3. Learn about publicly available evidence-based tools and resources
4. Have an opportunity to reflect on:
 - How your practice affects -- and is affected by -- psychological health and safety in the workplace
 - What you can do to contribute to enhanced psychological health and safety in the workplace.



What does a “fabulous” workplace mean to you?

- Type your response in the chat!

A Fabulous Workplace



Professor Derek Mowbray

<https://www.youtube.com/watch?v=9uMIOQx-58E&list=UUWJa1Dlh5czS6LpvuV0Mcxw&index=4&t=0s>



What “factors” contribute to a fabulous workplace?

- Again, let’s collectively brainstorm and capture everyone’s ideas in the chat!

13 Factors of Psychological Health & Safety

The National Standard of Canada for Psychological Health and Safety in the Workplace (“The Standard”)

1. Psychological Support	2. Organizational Culture	3. Clear Leadership & Expectations	4. Civility & Respect	5. Psychological Competencies & Requirements
6. Growth & Development	7. Recognition & Reward	8. Involvement & Influence	9. Workload Management	10. Engagement
11. Balance	12. Psychological Protection	13. Protection of Physical Safety		

The National Standard of Canada for Psychological Health and Safety in the Workplace (“The Standard”)

What are you noticing in your workplace during this time of Covid 19?

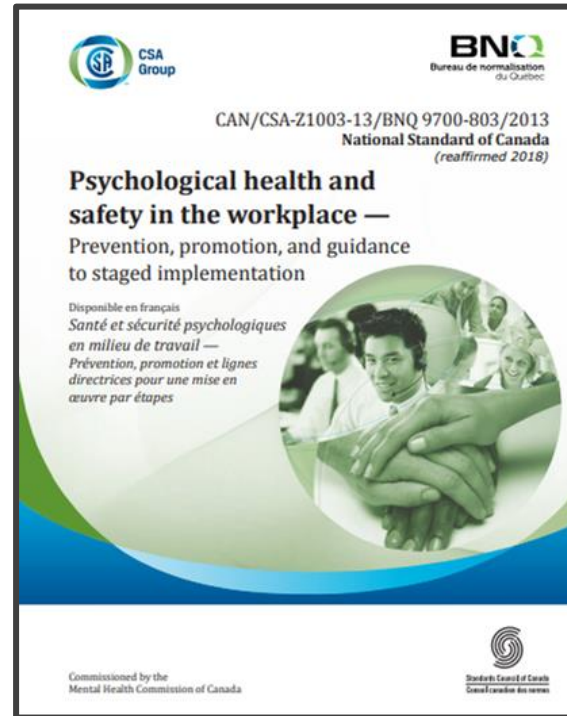
What do you think are the greatest needs?

Which Factors resonate with these needs?

Use the chat to share your ideas!

1. Psychological Support	2. Organizational Culture	3. Clear Leadership & Expectations	4. Civility & Respect	5. Psychological Competencies & Requirements
6. Growth & Development	7. Recognition & Reward	8. Involvement & Influence	9. Workload Management	10. Engagement
11. Balance	12. Psychological Protection	13. Protection of Physical Safety		

Introducing “The Standard” and Dr. Joti Samra



<https://www.mentalhealthcommission.ca/English/what-we-do/workplace/national-standard>

<https://drjotisamra.com/staff-member/dr-joti-samra/>

Resources based on The Standard

- Implementation Guide
- Assessment & Evaluation Tools
- Facilitation Support

Step-by-step

Comprehensive

Evidence-based

Action Research Approach

Assembling the Pieces

An Implementation Guide to the National Standard for Psychological Health and Safety in the Workplace



Workplace Strategies
for Mental Health
An initiative of the Great-West Life Centre for Mental Health in the Workplace



How to Use **On the Agenda**

Easy steps to get started using *On the Agenda* to help facilitate discussions related to psychological health and safety.

Guarding Minds at Work

Assess, protect and promote
psychological health and safety

The Implementation Guide



<https://www.mentalhealthcommission.ca/English/what-we-do/workplace/national-standard>

Assembling the Pieces

An Implementation Guide to the National Standard for Psychological Health and Safety in the Workplace



Assembling the Pieces

Main Components

Chapter 1: Building the Foundation

- Checklists
- FAQs
- Key Messages
- Managing Change
- Building the Business case

Chapter 2: What Are Your Opportunities?

- Establishing a Baseline
- Collecting, Aggregating & Analyzing Data
- Assessing Organizational Risk
- What does the data tell you?
- What are you doing well?
- What are your opportunities for improvement?

Assembling the Pieces

An Implementation Guide to the National Standard for Psychological Health and Safety in the Workplace



Assembling the Pieces

Main Components

Chapter 3: What Are Your Objectives?

- Planning
- Articulating Vision / Aim
- Organizing a Team
- Preparing (Communicating, Resourcing, Training, Evaluating)

Chapter 4: Implement the Plan

- Implementing (PDCA/PDSA)
- Monitoring Performance & Improvement
- Evaluating
- Auditing

Chapter 5: Summary & Resources

- National Standard Audit Tool
- Additional Resources & References

Additional Resources & References



<https://www.workplacestrategiesformentalhealth.com>



<https://www.guardingmindsatwork.ca/>

Assessment & Evaluation Tools



<https://www.guardingmindsatwork.ca/>

Guarding Minds at Work. Samra, Gilbert, Shain & Bilsker, (2018).

Assessment & Evaluation Tools

The screenshot shows the website for GuardingMinds @ WORK, which is described as "A Workplace Guide to Psychological Health and Safety". The page features a navigation bar with "Français" and "Sign Up" options. Below the navigation bar, there are links for "About", "Resources", "FAQs", and "Dashboard Login". The main content area displays an 8-step process, with the first step, "Know the psychosocial factors", highlighted by a red oval. The steps are:

- 1 Know the psychosocial factors
- 2 Identify organizational needs
- 3 Determine assessment resources
- 4 Identify key participants
- 5 Create a communication plan
- 6 Sign up and launch survey
- 7 Track results and take action
- 8 Evaluate and maintain

At the bottom of the page, there is a blue banner with the text "Know the psychosocial factors" and a background image of three people in a meeting.

*An Action
Research
Approach*

Integrates
beautifully with the
OD Consulting
Process

Assessment & Evaluation Tools

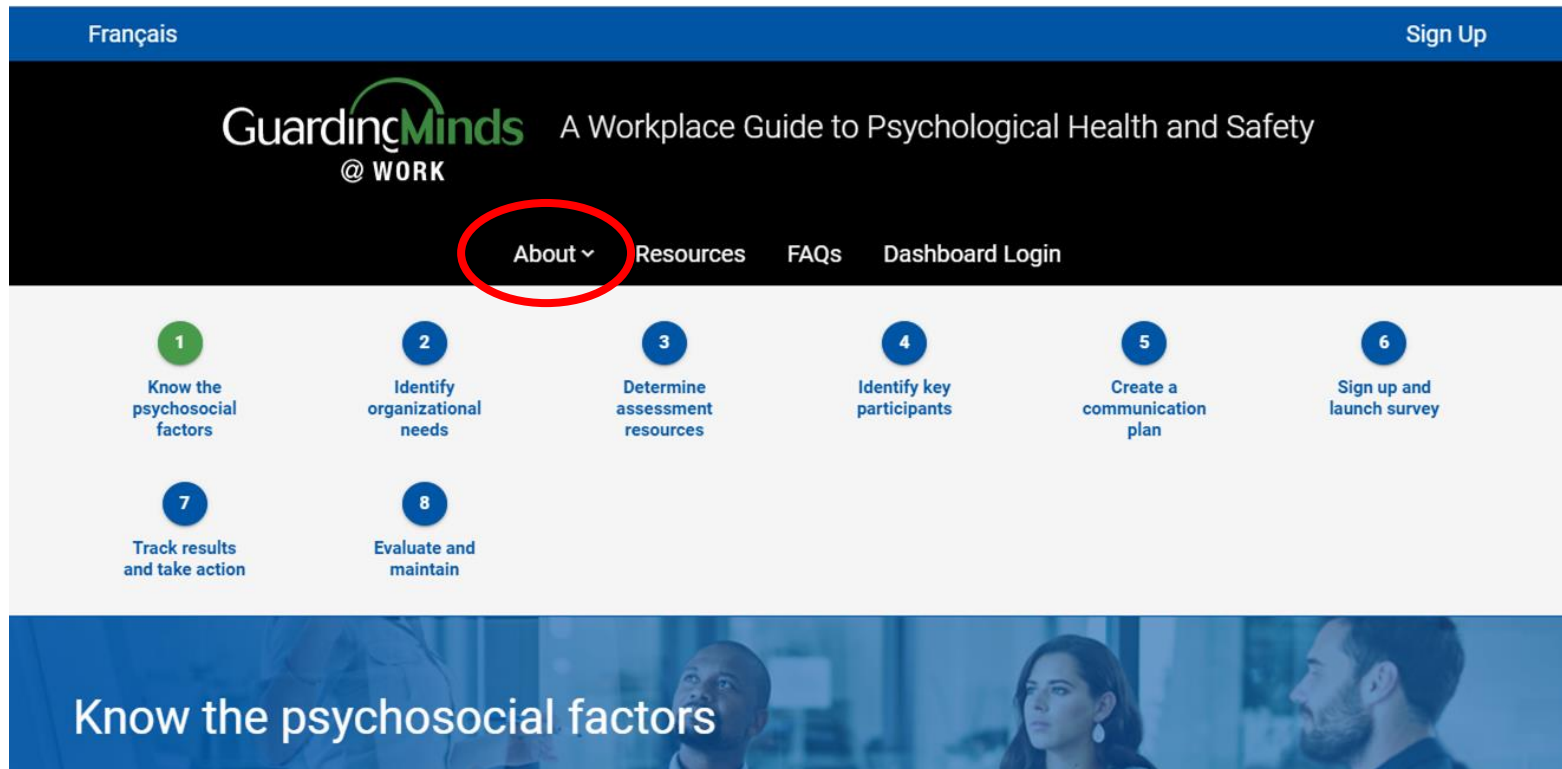
Frçais Sign Up

GuardingMinds @ WORK A Workplace Guide to Psychological Health and Safety

About ▾ Resources FAQs Dashboard Login

- 1 Know the psychosocial factors
- 2 Identify organizational needs
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Know the psychosocial factors

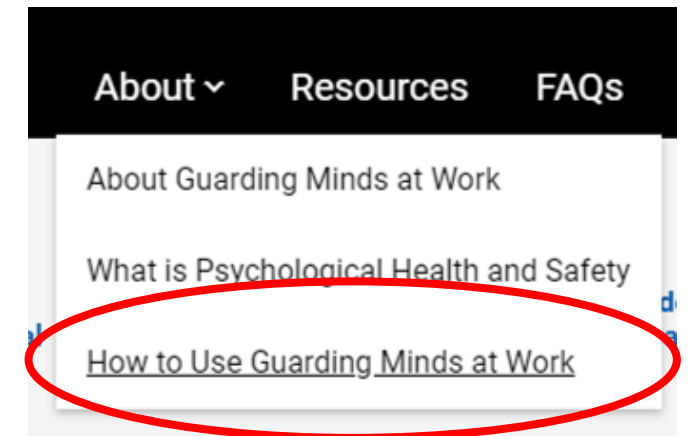


About ▾ Resources FAQs

About Guarding Minds at Work

What is Psychological Health and Safety

How to Use Guarding Minds at Work



Assessment & Evaluation Tools

Français

GuardingMinds A Workplace Guide to Psychological Health and Safety
@ WORK

About **Resources** FAQs Dashboard Login

Documents and Resources

Get the most from Guarding Minds at Work. Download these PDF resources for complete guidance on how to assess, take action and evaluate psychological health safety in your workplace using the Survey, Reports, and other tools.

Psychological Factors	About	Assessment	Action		Evaluation
Fillable PDF		Organizational Review Worksheets	Suggested Responses Documents*	Action Planning Worksheets*	Evaluation Worksheets*
PF1: Psychological Support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PF2: Organizational Culture	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PF3: Clear Leadership & Expectations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PF4: Civility & Respect	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PF5: Psychological Competencies & Requirements	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PF6: Growth & Development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PF7: Recognition &	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Psychologically Safe Leader Assessment



The screenshot shows a webpage from 'Workplace Strategies for Mental Health' (Compliments of Canada Life). The page title is 'Psychologically Safe Leader Assessment'. A navigation bar includes categories like 'Psychological health and safety', 'Managing workplace issues', 'Employee resources', 'Job-specific strategies', and 'Free training and tools'. A sidebar on the left lists links such as 'What is the Psychologically Safe Leader Assessment?', 'How does this align with the National Standard of Canada on Psychological Health and Safety in the Workplace?', 'What does it measure?', 'Take the assessment', 'How can individual leaders take action on the results?', and 'How can organizations take action on the results?'. The main content area features a summary: 'This set of free action resources identifies and supports leadership strategies pertaining to psychological health and safety. The leadership assessment can be assigned to leaders by an administrator authorized by an organization or used by individual leaders for their own personal and confidential learning and development.' Below the summary is the heading 'What is the Psychologically Safe Leader Assessment?'.

<https://www.workplacestrategiesformentalhealth.com/psychological-health-and-safety/psychologically-safe-leader-assessment>



Assess the Psychological Health of Your Organization

These tools give you the power to assess the psychological health of your organization, better understand your needs, and discover evidence-based solutions to move forward.

<http://www.myworkplacehealth.com/free-tools-assessments/>



Facilitation Support

- Videos
- Presentation slides
- Supporting materials

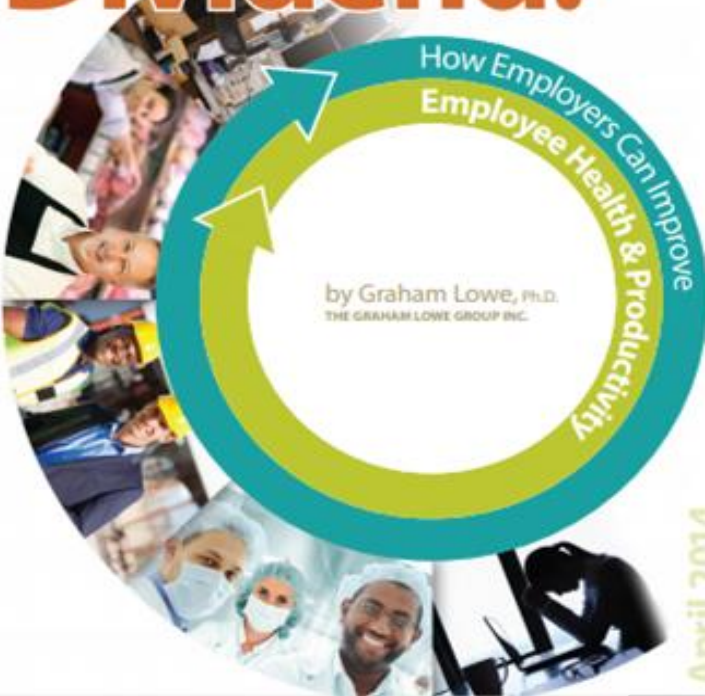
To pave the way for discussions and action aimed at developing a psychologically healthy and safe workplace.

Each presentation is related to one of the factors described in [Guarding Minds @ Work](#).

The Business Bottom Line

<http://creatinghealthyorganizations.ca/wp-content/uploads/2017/04/Wellness-Dividend-Report-April2014.pdf>

the Wellness Dividend:

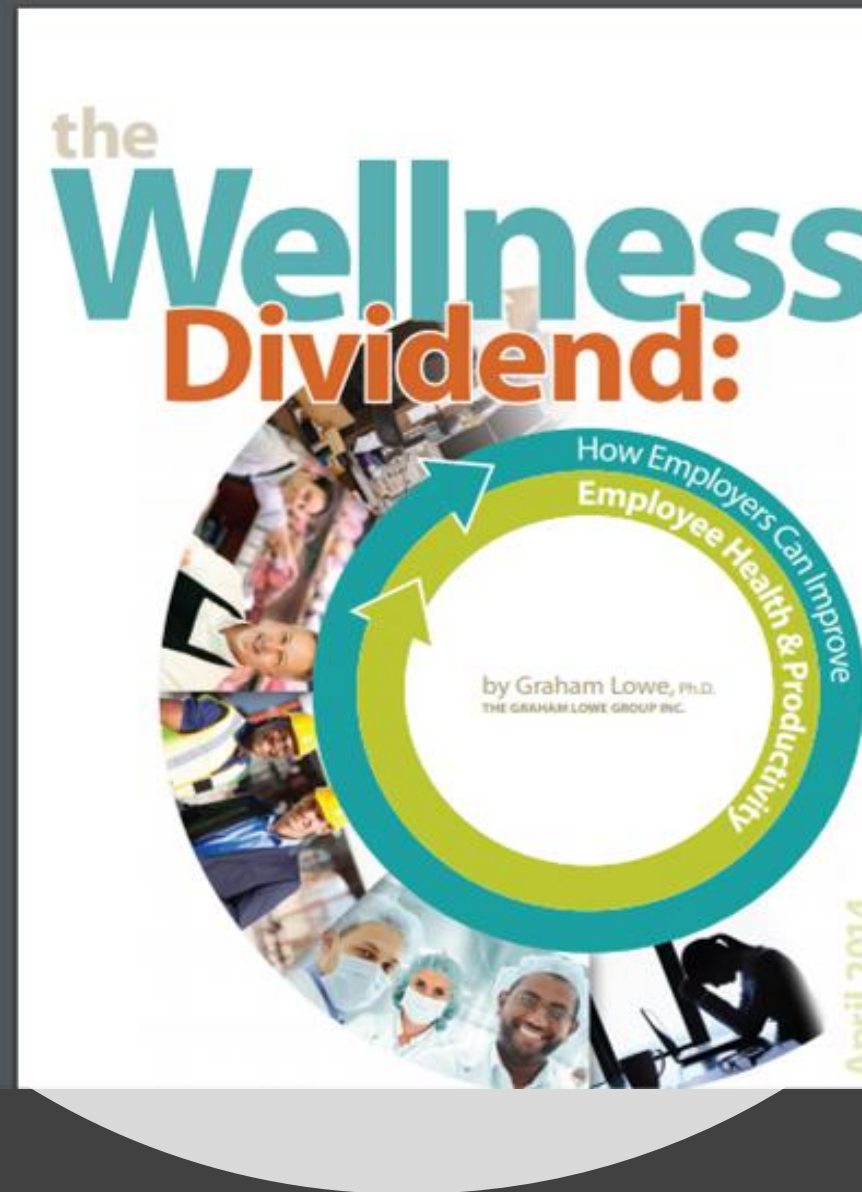


ROI of Comprehensive
Wellness Initiatives

Cost of Absenteeism

Cost of Presenteeism

Value of Engagement
Initiatives



Goals

- ✓ 1. Explore factors that foster fabulous workplaces
- ✓ 2. Review the 13 factors of Psychological Health & Safety (based on the Canadian National Standard for Psychological Health & Safety in the Workplace)
- ✓ 3. Learn about publicly available evidence-based tools and resources
- 4. Have an opportunity to reflect on:
 - How your practice affects -- and is affected by -- Psychological Health & Safety in the workplace
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Time to Connect & Reflect

Time for
connection &
reflection

Groups of 2 or 3

7 minutes

1. What needs are you noticing within your organization?
2. How do these needs affect Psychological Health & Safety in the workplace?
3. **What would authentic movement toward Psychological Health & Safety look like?**
4. **What does it mean for you?**

Share Your Reflections & Discoveries

Please use the chat box to share your ideas or ask a question!

Raise your Zoom Hand (found in the chat ribbon) if you would like to share out loud.

1. What needs are you noticing within your organization?
2. How do these needs affect Psychological Health & Safety in the workplace?
- 3. What would authentic movement toward Psychological & Safety look like?**
- 4. What does it mean for you?**

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**OD
Consulting**

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**Coaching
Abrasive Leaders**

THE BOSS
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**Resilience
Training**

THE **RESILIENT** MIND™
...for mental wellbeing 

Upcoming Event

AGM meeting + Webinar

When: June 4, 2020

Virtual Zoom Meeting

Time: 6pm – 8pm

Register Today!

Visit **bcodn.org** website for more information on events



Building Community Organizations (BCO)

Call for Volunteers, Mentors and
Non-Profits (Fall 2020)

BCO is a mentoring program of BCODN. BCO provides organization development opportunities for non-profits, emerging OD practitioners, and mentors.

If you are interested in volunteering, please contact us at info@bcodn.org



<https://www.surveymonkey.com/r/PZH3C2R>



Thank-you!

