

a state in which people are not hindered by INTERPERSONAL FEAR

CANDOR IS ALLOWED AND EXPECTED



PSYCHOLOGICAL SAFETY

which INHIBITS LEARNING & COOPERATION



HOW MUCH PEOPLE GIVE OTHERS THE BENEFIT OF THE DOUBT WHEN ASKING FOR HELP/ ADMITTING MISTAKES

CAN YOU SPEAK UP; SHARE CONCERNS; ASK QUESTIONS?

the JOB of LEADERS IS TO MAKE the ENVIRONMENT SAFE

↑ LEARNING
↑ ENGAGEMENT
↑ PERFORMANCE

talent alone is not ENOUGH.

A LACK CAN CREATE THE ILLUSION OF SUCCESS, BUT EVENTUALLY SERIOUS BUSINESS FAILURES RESULT.

EARLY INFORMATION IS BETTER

CANDOR



leaders need to show this VULNERABILITY.

the fearless ORGANIZATION

AMY C. EDMONDSON

SET THE STAGE

INVITE PARTICIPATION

RESPOND PRODUCTIVELY



- SITUATIONAL HUMILITY
- PROACTIVE INQUIRY
- SYSTEMS & STRUCTURES



- 'THANK YOU'
- DESTIGMATIZE FAILURE
- SANCTION VIOLATIONS

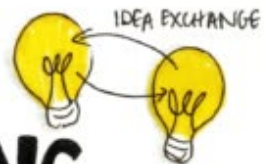
A CULTURE OF SILENCE IS A DANGEROUS CULTURE.



CLEAR, DIRECT, CANDID COMMUNICATION ↓ ACCIDENTS.



+ CARING LEADERSHIP ↑ SAFETY FOR STAFF



"LOWERING STANDARDS"

.. NOT AN "ANYTHING GOES" ENVIRONMENT



'no passion so effectively robs the mind of ALL ITS POWERS "TRUST" ... as fear.'

AND ITS NOT BUT PSYSAFETY = GROUPELEVEL

IT'S NOT "BEING NICE"



THERE CAN BE PRODUCTIVE DISAGREEMENT