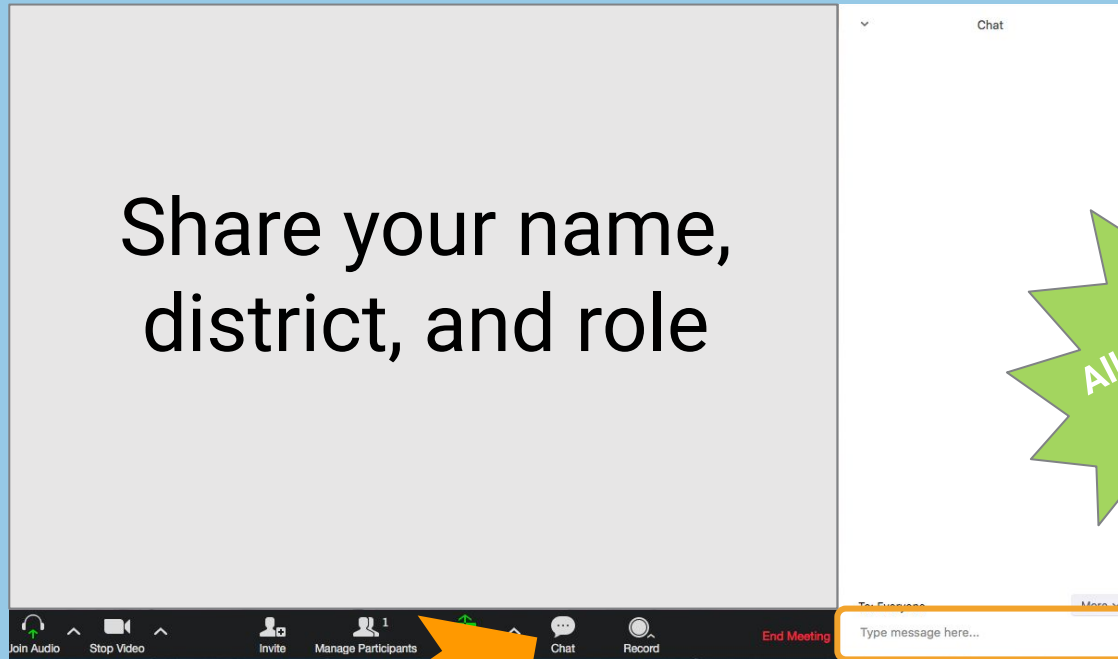




Why Psychological Safety Is More Important Than Ever For a Staff Navigating a Crisis

April 3, 2020

Housekeeping: Using Chat



The screenshot displays a Zoom meeting interface. On the left, a large grey box contains the text "Share your name, district, and role". On the right, a chat window is open, showing a "Chat" header and a text input field with the placeholder "Type message here...". At the bottom, the meeting control bar includes icons for "Join Audio", "Stop Video", "Invite", "Manage Participants", "Chat", "Record", and "End Meeting". A large orange arrow points to the "Chat" icon in the control bar.

All Panelists +
Attendees



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Access today's slides:
bit.ly/april3psychsafety

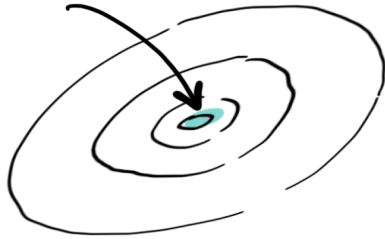


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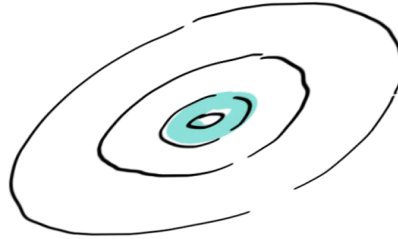
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Why We Check In



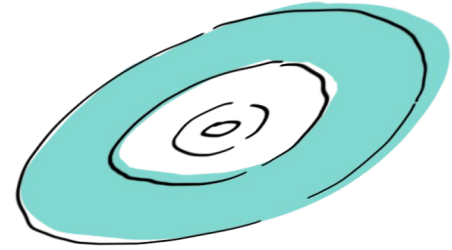
HABIT

We lead
check ins



TINY RIPPLE

to increase presence



BIG RIPPLE

so that our team has
more engagement +
equal talk time in
meetings



Red, Yellow, Green
How are you feeling today?

Today we will cover:

**What is
psychological
safety?**

**Why does it
matter now
more than
ever?**

**How can we
build it?**

Part 1: What is psychological safety?

What is psychological safety?



Amy Edmondson
Harvard Business School
Professor + TED speaker

- A shared belief held by members of a team that the team is safe for interpersonal risk taking
- Whether or not a particular work context was one in which people felt they could speak up, ask for help, offer an idea
- **TRUST**

In a low trust environment

No one wants to look...

And they avoid this by...

IGNORANT

Not asking questions

INCOMPETENT

Not admitting weakness or mistakes

INTRUSIVE

Not offering ideas

NEGATIVE

Not challenging the status quo

In a high trust environment

Psychological safety is strong...

Individuals and teams trust that they will **not** be punished or humiliated for speaking up with ideas, questions, concerns, or mistakes

So leaders model, normalize, and value...

Asking questions

Admitting weakness or mistakes

Offering ideas

Challenging the status quo

Put on your own oxygen mask first



Consider what you need to do so that you can:

- Be present
- Tap into genuine empathy
- Engage with others from a place of calm

Part 2: Why does psychological safety matter now more than ever?

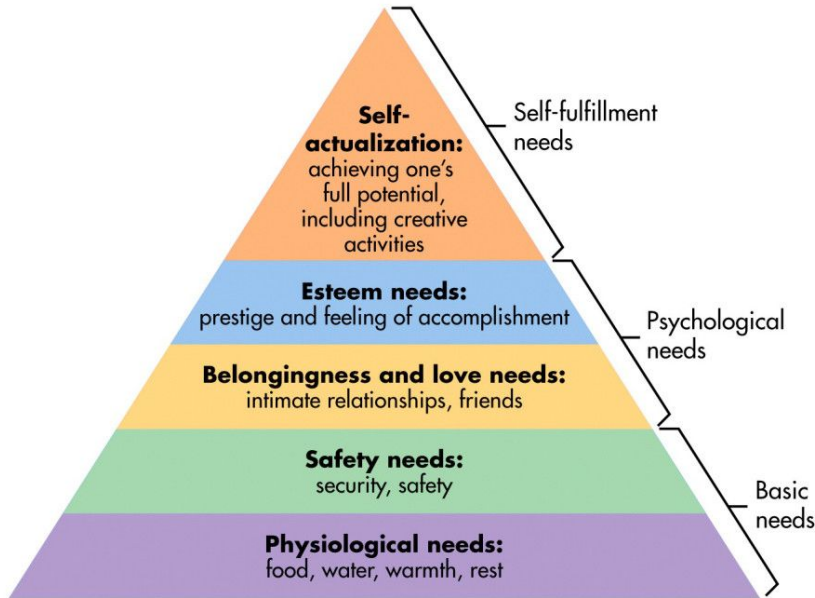
Simon Sinek - Why good leaders make you feel safe



Why does psychological safety matter now more than ever?

Some realities of today:

Maslow's Hierarchy of Needs



Drinking from the firehose

A collage of educational resources and tools during COVID-19, illustrating the 'drinking from the firehose' metaphor. The collage includes:

- CDC COVID-19 Infographic:** CORONAVIRUS DISEASE 2019 (COVID-19). Symptoms can include: Fever, Cough, Shortness of breath. Symptoms may appear 2-14 days after exposure.
- Canvas LMS:** Canvas Learning Management System icon.
- G Classroom:** Google Classroom icon.
- SEL RESOURCES DURING COVID-19:** A table with a schedule of activities.
- Lexia Cores5:** Lexia Cores5 icon.
- DreamBox:** DreamBox icon.
- BrainPOP:** BrainPOP icon.
- Daily School Updates:** Social media icons for Facebook, Twitter, Instagram, and YouTube.
- Meals During Closures:** A text label at the bottom right.
- Preparing for an Online Meeting:** A cartoon character sitting at a desk with a laptop.

Time	Activity
9:00-10:00	Reading
10:00-10:30	Break
10:30-11:00	Writing
11:00-11:30	Science
11:30-12:00	Break
12:00-12:30	Math
12:30-1:30	Lunch
1:30-2:00	Reading
2:00-2:30	Math

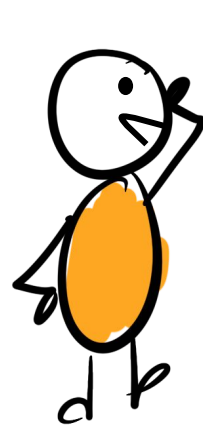
Why does psychological safety matter now more than ever?

Some realities of today:

Building remote working skills + habits overnight

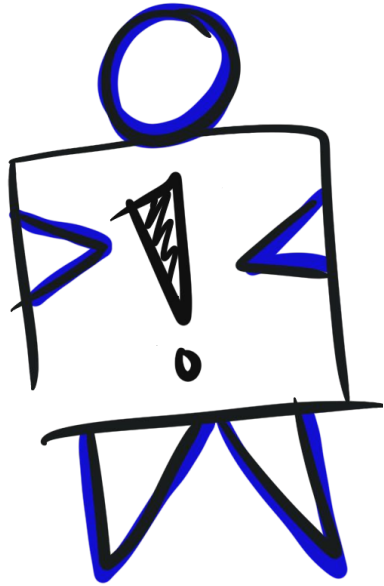


More distance for struggling relationships + new distance for strong relationships



Why does psychological safety matter now more than ever?

Hopes for tomorrow:



- Try new things, learn new + better ways to do things, and innovate the teaching and learning experience at your school
- Develop a culture of resilience that enable us to tackle unknown challenges
- Bounce forward, not just bounce back

What questions or ideas do you have?

Chat

All Panelists +
Attendees



Type message here...

Part 3: How can we build psychological safety?

1 Check-In

What is the emotional status of the group?

Build connections while physically distant.



Top 3 for Emotional Pulse:

- How are you feeling, and what's your energy level?
- What challenges are you facing? What wins (big or small) did you have this week?
- What skill would you like to develop or improve?

Top 3 for Shifting from COVID-19:

- If you could only eat one thing forever, what would it be?
- Show a picture that brings you joy.
- What are you reading, watching, or listening to that's awesome?

Want more? [Check-In, Check-Out Toolbox](#)

2 Video On!

How can we connect with our team (and students, families, community) while physically distant?



- Schedule calls using Zoom or Skype
- Let participants know ahead of time that we'll all use our video
- Connect!
 - Read facial expressions
 - Call in team members who look like they have a question or have been quiet
 - Learn more about team members' home work space

New to this? [Best Practices for Digital Learning + Virtual Meetings](#)

3 Plan to Lead

How do you plan your meetings to lead to success?

Source: *The Wiseman Group*, Read more [here](#)



Be intentional about your team's remote work by focusing on these four conditions:

Context, Clarity, Co-Creation, + Connection

Context:

- Show the big picture (life after COVID)
- Explain the “why”

Clarity:

- Define Ownership
- Clarify what “great” work looks like, what does “done” look like, what *aren't* we doing

Co-Creation:

- Hold space to collaborate!

Connection:

- Check-In
- Celebrate

4 Schedule Updates

When will your team hear more information?

What do they do if they have questions?

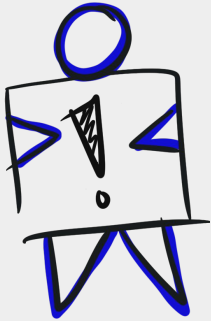


In times of uncertainty, information and plans change quickly. Clarity and transparency help your team feel safe + in the know.

- Schedule regular updates: consider 2x/wk
- Use various communication methods
 - One in writing (email)
 - One face-to-face (video call)
- Share update, even if it's that there is no update or change
- Provide space for team to ask questions
 - Anonymous feedback form
- What tweaks do we need to make transitioning to virtual work?

5 Bounce Forward

How might you and your teams come back from this event stronger and more inspired than ever?



What inspires you? What 5 things would you work on if you had the time and space?

- Set goals for things to learn, projects you want to tackle, or co-workers you want to collaborate with during this time
- Keep a learning journal!
- Share your goals, your failures, and your celebrations with the team
- Encourage a team virtual “Talent Show” with all that you accomplish

What are other **good habits** of leaders that can build **psychological safety** on their teams?

- Demonstrate care for staff as people
- Model making and learning from mistakes
- Frequently invite staff to initiate check-ins

Please share specific examples that come to mind by typing them into the Zoom chat - "Panelists + All"

What questions or ideas for building psychological safety do you have?

Chat

All Panelists + Attendees



End Meeting

Type message here...

Psychological safety matters across roles

Teachers	School Leaders	District Leaders	All
Demonstrates care for students as people	Take an interest in the development of those you are leading	Share stories of mistakes you've made as a leader	Model vulnerability
Notice what students are doing well	Models making and learning from mistakes	Support the career trajectory of those you lead	Models making and learning from mistakes
Make time to check in with students emotionally	Circle back with people about ideas they've raised in the past	Ensure that each person has "equal" talk time during meetings	Check in at the beginning of each meeting
Add personal connections to content with video, images, or sound	Make time to check in individually with staff members	Have methods to process	Practice active listening by making eye contact and staying present

Guiding Principles

Individuals



What does building psychological safety look like with each individual on my team? How might I differentiate my approach to support their needs and foster our 1:1 relationship?

Teams



What does building psychological safety look like for teams? How might our teams use this time to strengthen the systems + habits of their work?

Developing Others



How will I support other leaders to build psychological safety with the teams they lead or support? How will I help teachers build this remotely with students?

Just for fun/Team building ideas

Plan “Spirit Days” for internal calls

Do a team book study; we just read *Rituals for Work*

End team meetings with shout-outs

Team shares photos and stories of family + pets

Host virtual Happy Hours or trivia nights with team

Create a space for caregivers + parents to collaborate

Team shares pictures of remote workspace

Additional Resources

- [re:Work Manager Actions for Psychological Safety](#)
- [Updated for Virtual Meetings](#)
- [10 Questions You Should Ask Your Remote Employees](#)

re:Work

[Updated by Ed Elements for Virtual Meeting]
How to foster Psychological Safety on your teams

Demonstrate engagement
<ul style="list-style-type: none">• Be present and focus on the conversation (e.g., close other tabs, minimize other windows on laptop)• Ask questions with the intention of learning from your teammates. Give time for team members to respond• Offer input, be interactive, and show you're listening• Respond verbally to show engagement ("That makes sense. Tell us more.")• Be aware of your body language; make sure to lean towards or face the person speaking (e.g., turn your camera on, show listening through nodding, eye contact)• Make eye contact to show connection and active listening
Show understanding
<ul style="list-style-type: none">• Recap what's been said to confirm mutual understanding/alignment (e.g., "What I heard you say is..."); then acknowledge areas of agreement, disagreement, and be open to questions within the group• Validate comments verbally ("I understand." "I see what you're saying.")• Avoid placing blame ("Why did you do this?") and focus on solutions ("How can we work toward making sure this goes more smoothly next time?", "What can we do together to make a game plan for next time?")• Think about your facial expressions - are they unintentionally negative (a scowl or grimace)? Check your camera to give yourself immediate feedback on your expression.• Nod your head to demonstrate understanding during conversations/meetings
Be inclusive in interpersonal settings
<ul style="list-style-type: none">• Share information about your personal work style and preferences, encourage teammates to do the same. Ask about other constraints/time needs during this shift to working from home (e.g. do teammates have times when they need to focus on childcare or other home duties?)• Be available and approachable to teammates (e.g., make time for ad hoc 1:1 conversations, feedback sessions, career coaching)• Clearly communicate the purpose of ad hoc meetings scheduled outside normal 1:1s/team meetings. Add the purpose of the meeting to meeting notes, calendar invites so teams know what to expect. Note if meetings will have video or not.• Express gratitude for contributions from the team. Acknowledge the work everyone is doing to learn through these times, and how quickly teams are adapting to this new normal.• Step in if team members talk negatively about another team member• Have open body posture (e.g., face all team members, don't turn your back to part of the group)• Build rapport (e.g., talk with your teammates about their lives outside of work)
Be inclusive in decision-making
<ul style="list-style-type: none">• Solicit input, opinions, and feedback from your teammates. In very large meetings, use the chat feature or a poll to hear from everyone, or do a quick "Object/No Object" run-down with the team.• Don't interrupt or allow interruptions (e.g., step in when someone is interrupted and ensure his/her idea is heard)• Explain the reasoning behind your decisions (live or via email, walk team through how you arrived at a decision)• Acknowledge input from others (e.g., highlight when team members were contributors to a success or decision)• Communicate when you'll send updates, and send them regularly (consider 2x/week) as this work changes frequently. Keep the cadence even if the update is that there's no real update.
Show confidence and conviction without appearing inflexible
<ul style="list-style-type: none">• Manage team discussions (e.g., don't allow side conversations in team meetings, make sure conflict isn't personal)• Use a voice that is clear and audible in a team setting• Support and represent the team (e.g., share team's work with senior leadership, give credit to teammates)• Invite the team to challenge your perspective and push back



How do you feel leaving today?
What support/resources would you like?

EDUCATING THROUGH COVID-19



Addressing The Widespread Impact of Coronavirus on Schools



Free webinars



1:1 Office Hours



Facilitated Coffee Chats



Articles & Downloads



Leadership



Virtual Learning



Equity and Access



Teacher Recruitment,
Retention & Self-Care



Operations, Meetings,
and Logistics

FREE 1:1 OFFICE HOURS available! Sign up here:
www.edelements.com/covid-19-office-hours

Thank You!

Stay safe, stay healthy!

Access today's slides:
bit.ly/april3psychsafety

Connect with Education Elements on social media to continue the conversation, or subscribe to our blog for more resources about educating through COVID-19.



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