PSYCHOLOGICAL SAFETY

Psychological safety (definition by Amy Edmondson)
A shared belief held by members of a team that the team is safe for interpersonal risk-taking. It describes a team climate characterized by interpersonal trust and mutual respect in which people are comfortable being themselves.

Allows for everyone to do the following without any negative consequences or being looked at differently:

- Be vulnerable
- Take risks
- Make mistakes

The following are the 5 most important traits of high-performing teams (from most to least critical) by Google Re:work

1. Psychological safety: In high performing teams, individuals share their opinions without fear of negative consequences of self-image, status or career
2. Dependability: On dependable teams, members reliably complete quality work on time (vs the opposite – shirking responsibilities).
3. Structure and clarity: On high performing teams, each individual understands their job's expectations, the process for fulfilling those expectations, and the consequences of their performance.
4. Meaning: High performing teams have a sense of purpose in either the work itself or the output is important for team effectiveness.
5. Impact: High performing teams believe that one's work is contributing to the organization's goals.

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List of Action Steps on How To Increase Psychological Safety In The Workspace by [Focus On Health](#)

- Approach conflict as a collaborator.
  - Take a deep breath and think about your reaction prior to acting. Fight or flight vs compromised solutions. It doesn't always have to be a competition.
- Everyone is human.
  - At the end of the day we are working together to accomplish the same goal. Consider the following: beliefs, perspectives, hopes, respect, appreciation, joy, happiness.
- Be curious, not judgemental.
  - Question the message and understand the mechanism. Criticism escalates conflict. Try saying something like: I imagine this will lead us to a resolution. Can we discuss the steps to get there together?
- Always be one step ahead.
  - Be prepared and think about possible scenarios to better prepare yourself for the conversation. Present reasonable and valid evidence.
- Be open to feedback. Ask for feedback
  - This pacifies the situation and the person you are engaging with.
- Measure psychological safety.
  - Ask your coworkers and staff how they feel. This provides a sense of autonomy and responsibility and in turn will result in the positive behaviors that we are looking for.

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Further Reading

1. The Fearless Organization: Creating Psychological Safety in the Workplace for Learning, Innovation, and Growth by Amy Edmondson
2. Leaders Eat Last: Why Some Teams Pull Together and Others Don't by Simon Sinek
3. Dare to Lead: Brave Work. Tough Conversations. Whole Hearts by Brené Brown
4. The Empathy Edge by Maria Ross
5. Article "In The Weeds: Creating a culture of self-care in the restaurant industry" by by Erica Rivera

Organizations to check out:

https://openforgood.com
Open For Good is the James Beard Foundation's campaign to help independent restaurants survive this crisis, rebuild better, and thrive for the long term. The mission is to support a diverse community of professionals shaping the future of food and hospitality.

https://www.cookswhocareinspire.com
Cooks Who Care is a community-minded food industry group working to develop a supportive network for forward-thinking food and beverage leaders.

https://loveletterstochefs.com
Love Letters to Chefs is an educational platform founded by Ishwariya Rajamohan to empower chefs in aspiring towards and achieving a better quality of life.