



Starter Stack

Psychological Safety

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Psychological Safety

Uncover more original ideas and different points of view

What it is

Psychological safety is the quality of a team environment where people can speak up and share ideas without fear

Use cases

Facilitate meetings where each person feels safe to speak without judgement

Facilitate meetings where each person feels safe to speak without judgement

Encourage team members to share new ideas that may be risky

Put it into practice

3 Tips to Increase Psychological Safety

1

Make space

What has your attention as we start this meeting? What questions do you have to clarify your understanding?

2

Create a learning frame

What are we uncertain about? What do we hope to learn from this work?

3

Respond productively

Thank you for sharing. What might we do differently?

Adapted from the work of Amy C. Edmondson

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Rounds

Make every voice feel heard & included

What it is

Letting each person speak one at a time, in turn, without interruption

Use cases

Include different personalities and ways of communicating

Make conversations more balanced and less dominated by the loudest voice in the room

Avoid defaulting to the most senior person's opinion

Put it into practice



Types

Check in

To begin: What has your attention as we start this meeting?

Agenda

Share topics to discuss during the meeting

Creativity

Silently write down ideas, then share one person at a time

Questions

What questions do you have to clarify your understanding?

Reaction

Share your feedback: What works? What would you change ?

Closing

To end: What are you taking away from this meeting?

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User Manuals

Make the implicit explicit offering teams a window into how best to work with each other

What it is

A set of questions to help uncover things about you that might otherwise take months, or even years, to uncover.

Use cases

Onboarding new team members

During organizational changes that require new working norms (e.g. Hybrid)

Help individuals reflect on themselves and teams get to know one another

Put it into practice

Ask yourself

- ✓ My **style**
- ✓ What I **value**
- ✓ What I **don't have patience for**
- ✓ How to best **communicate** with me
- ✓ How to **help me**
- ✓ What people **misunderstand** about me

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Learning Questions

Make a habit of continuous improvement

What it is

A set of three simple questions that make it easy to identify and share what you've learned

Use cases

Make it easy to reflect and learn

Focus on constructive feedback

Strengthen a learning culture

Put it into practice

What's working?

Identify what's been successful instead of just empty appreciation

Where are we getting stuck?

Focus on what's getting in the way instead of blaming and shaming

What might we do differently?

Think creatively and encourage experimentation instead trying to be perfect

Make it a habit

- ✓ After important meetings
- ✓ In 1:1 conversations
- ✓ To gather feedback

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Communication Questions

Share information - even bad news - frequently and predictably

What it is

Three simple questions that make it easy to share regular, transparent updates

Use cases

Normalize transparent communication

Build skills around sharing difficult news

Strengthen team trust and healthy communication habits

Put it into practice

What do we know?

Openly share the information you have, no matter how negative

What don't we know

Be honest about where there's uncertainty

What are we doing to keep everyone safe and serve our mission?

Communicate your plan and actions

Behaviors

- ✓ Share regularly, openly, and often
- ✓ Avoid excessive easing-in when sharing bad news
- ✓ Model how you'd like others to speak up