Interprofessional Dialogues

May 25 from 12:00 – 1:00 PM
Samson Pavilion, Room 153B or by Zoom
(You are welcome to bring your lunch)

Continuing Education credit for Medicine, Nursing, and Social Work will be provided.

Psychological Safety

- Introduced to 1960s by Edgar Schein and Warren Bennis
- Extent that people believe they take interpersonal risks by speaking up, pushing back, or asking for help without punishment, retaliation, or negative consequences[1]
- Given the respect and permission to feel included, learn, contribute and innovate/challenge the status quo[2]
- Psychological Safety and Trust
  - Psychological safety: My teammates and coworkers will give me the benefit of the doubt.
  - Trust: I will give them the benefit of the doubt.

1. Edmondson A. The Fearless Organization: Creating Psychological Safety in the Workplace for Learning, Innovation and Growth. Wiley, 2018.
2. Clark TR. The 4 Stages of Psychological Safety: Defining the Path to Inclusion and Innovation. Berrett-Koehler, 2020

Psychological Safety

- Ways to create psychological safety[1]
  - Frame the work
    - Meaning and purpose of the work. Why the work is important.
    - Emphasize interdependence, uncertainty and risk in healthcare
  - Model fallibility (ask for help, invite input by asking questions)
  - Embrace the messengers when they speak up or voice concerns

- Benefits of psychological safety[2]
  - Learning (personal and organizational)
  - Risk management (creates a safer environment)
  - Innovation and quality improvement
  - Personal job satisfaction

1. Edmondson A. Three ways to create psychological safety in health care. YouTube. Institute for Healthcare Improvement. August 2, 2017.
2. Edmondson A. Why is psychological safety so important in health care? YouTube. Institute for Healthcare Improvement. August 2, 2017.
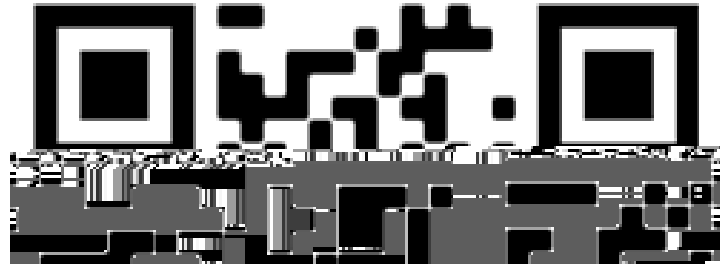
Small Group Discussion

1. Take turns sharing examples from your experiences in the workplace in which psychological safety was built or enhanced.
2. To the extent that you feel comfortable, share what you will do differently to help foster psychological safety in your workplace.

Behavior Norms

- Be respectful and professional
- Listen with curiosity and humility in order to understand, not to respond.
- Take space, make space
-

Evaluation

https://bit.ly/3M50odr