



Psychologically Safe Interactions

 **Workplace Strategies
for Mental Health**
An initiative of the Great-West Life Centre for Mental Health in the Workplace
workplacestrategiesformentalhealth.com

What is a psychologically safe interaction?

Actions or comments where mutual respect is obvious and genuine.

Discussions about alternative ideas are encouraged, safe, and productive.

There is a shared language to address negative behaviours immediately and consistently.

There is a shared understanding that this approach is intended to support each person to be their best self at work.

What are the different ways someone could impact your experience in the workplace?

Improving Awareness

Perception vs intention – How we impact others

Checking Assumptions – How we feel others impact us

Moral Courage – Intervening respectfully

Team Agreement – A shared understanding

A woman with long dark hair is looking off to the side with a thoughtful expression. The background is a blurred office environment with other people. The image has a blue and purple color overlay with semi-transparent circular shapes.

**But I
never
meant
it that
way...**

Perception vs Intention

Perception vs Intention

What would you see or experience to indicate that someone was weak or strong in character?

Perception vs Intention

When do you expect people to simply follow directions and when do you invite collaboration?



Perception vs Intention

When are you more passionate
or animated?

What might that look like to others?

Perception vs Intention

How do you interact with others when you are frustrated at work?

What would they see or hear?

Perception vs Intention

What could be alternative approaches to managing frustration at work that would be psychologically safer?

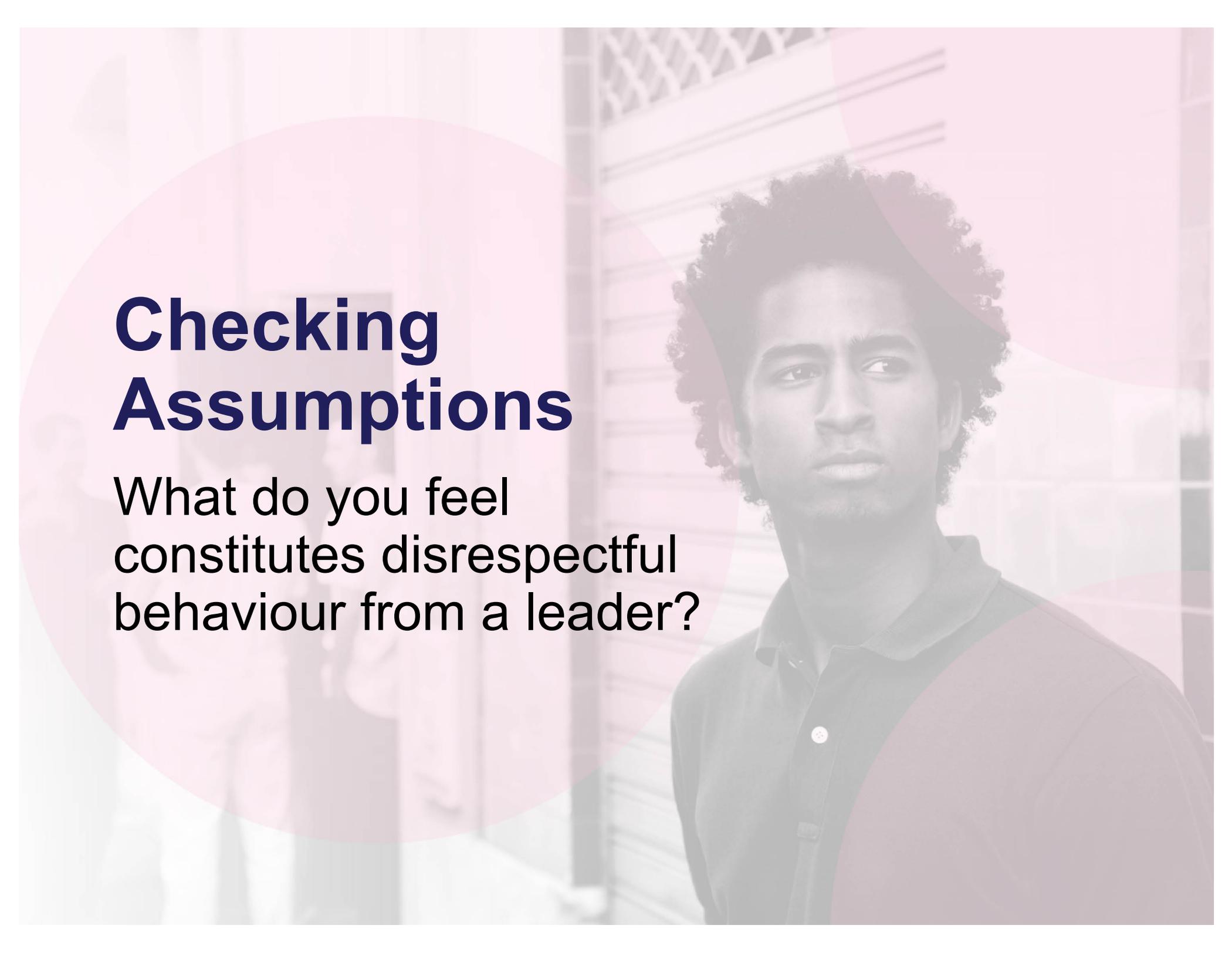


**They are
out to
get me...**

Checking Assumptions

Checking Assumptions

How do you react when your boss or co-workers are frustrated at work?



Checking Assumptions

What do you feel constitutes disrespectful behaviour from a leader?

Checking Assumptions

When do you feel that criticism crosses the line to harassment?

Checking Assumptions

How do you prefer to receive critical feedback?

Checking Assumptions

When do you feel good-natured teasing crosses the line?

Checking Assumptions

When is it not necessary to question assumptions?

What behaviour is just not acceptable?

A photograph of three men in work shirts looking at a document together. The man on the left has a beard and is looking down. The man in the middle has glasses and is looking at the document. The man on the right has glasses on his head and is looking at the document. The image has a blue and purple color overlay with circular patterns.

Respectful Confrontations

Moral Courage

Moral Courage

What are the thoughts and emotions you might have after witnessing a bullying incident at work?

Moral Courage

When you see someone yelling at a co-worker do you intervene, ignore it, or just stand there?

Moral Courage

Would your response be different if the person yelling was a senior leader?



Moral Courage

What could we as a group decide is a respectful but direct response to emotionally intense behaviours?

A group of four people (two women and two men) are sitting in a circle in a room with a large window. They appear to be in a meeting or discussion. The room has a warm, slightly dim lighting, and the window shows some trees outside. The people are dressed in casual to semi-formal attire. The overall mood is collaborative and focused.

**Have
the group
create
their own...**

Team Agreement

Team Interaction Agreement

All conversations are one-on-one and confidential.

Only themes and patterns that are a part of a majority consensus will be included.

There is no reporting of who did what or negative comments.

Include a process for when someone does not comply.

Process for developing an agreement about team interaction

What is already positive about how people interact in this workplace?

Process for developing an agreement about team interaction

What needs to happen differently to make this a place where you are supported to do your best work every day?



Process for developing an agreement about team interaction

What are you personally willing to continue doing or do differently to contribute to great working relationships with everyone?

Process for developing an agreement about team interaction

What should occur when someone is unable or unwilling to honour the agreements that come from this process?

Just one more thing...

As a result of what we have discussed today, what will you now do differently?

Creating awareness about psychologically safe interactions

Want to learn more?

**For free tools and printable resources, visit:
www.workplacestrategiesformentalhealth.com**