# Psychological Safety And Inclusion In The Workplace

## Course Overview

What does it mean for an organisation to be inclusive? Inclusivity and psychological safety have had more than their share of publicity in the last few years, but are our organisations truly inclusive? Do we genuinely celebrate diversity in a way that harnesses the extraordinary power of radically different perspectives? Inclusivity is about opening yourself up to other people's experiences. It's about celebrating the notion that those experiences lead to a variety of perspectives and ideas that can take your organisation and everyone in it on a collective.

## Program Format

This is a 1-day program that can be delivered face-to-face or virtually.

## Course Objectives

- Explain the critical need for psychological safety and inclusion across the organisation.
- Identify the real-world consequences of non-inclusive behaviours.
- Determine what psychological safety and inclusive behaviour looks like.
- Create strategies for building psychological safety and developing inclusive behaviours.
- Begin to drive higher engagement levels in the workplace.
- Create an action plan to increase psychological safety and inclusion

## Course Outline

### The Need For Psychological Safety
- What does psychological safety look like?
- How inclusive, genuine psychological safety can have a massive impact on corporate culture
- What really happens when there is no psychological safety in the team or organisation?
- Moving from a 'believe until you behave' mindset to a 'behave until you believe' one.

## Course Outline *Continued*

### The Characteristics Of Inclusive Behaviour
- Authenticity – Collaborating without ego is one of the most difficult characteristics to master. But if you want to build an inclusive workplace, you're going to need to build this.
- Emotional intelligence – Developing exceptional self and social awareness is critical to building effective relationships with a diverse workforce.
- Vulnerability – Can you be vulnerable with others? Can you tell your story and listen to the stories of others? Can you honestly acknowledge another person's idea as better than yours?
- Curiosity – Inclusive people are inquisitive. They will ask questions and listen to the answers. They will seek out perspectives radically different to their own for the sake of the bigger picture.
- Flexibility – Rigid workplaces suppress innovation and productivity. The flexibility to shift perspectives and bend is important to an inclusive environment

### Challenge Your Biases
- What is cognitive bias? How do cognitive biases impact the way we make decisions and the way we behave toward others in the workplace?
- The dangers of willful blindness. Why do we sometimes ignore the obvious and why is it dangerous?
- Identify your own biases
- Develop strategies to monitor and challenge your biases and open yourself up to different perspectives.
- Create reflective practices to continually monitor and challenge your biases.
- Listen to your language. Are you using inclusive or exclusive language?

### Creating Strategies To Drive Psychological Safety And Inclusivity
- How do you foster an inclusive culture across the organisation? Decide what authentic trust looks like.
- Differentiate between the organisation's espoused values and the lived values – the actual values of the organisation are reflected in the behaviour that gets rewarded.
- Genuinely living the organisation's values
- What are the organisational values?
- How does your behaviour reflect the values?

### Defining Inclusivity
- What does it mean to be inclusive?
- What does it mean to genuinely embrace diversity?
- Strategies for developing inclusive behaviour and inclusive language.

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