

# Catalyst Empowerment Summit



## Importance of Psychological Safety: Creating Inclusive and Innovative Organizations

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# Agenda

- Overview of psychological safety and The 4 Stages™
- Why psychological safety is crucial to the health of your organization
- Key actions for Catalysts
- Q & A



I am a Catalyst.



What is Psychological Safety?

An environment of rewarded vulnerability.

What are some acts of vulnerability?

# Have you ever...

1. Felt excluded in a social setting?
2. Been afraid to ask a question?
3. Remained silent when you knew the answer to a problem?
4. Had someone steal credit for something you did?
5. Been ignored in a discussion?
6. Been rudely interrupted in a meeting?
7. Felt you were the target of a negative stereotype?
8. Faced retaliation for challenging the status quo?
9. Had a boss who asked you for feedback but didn't really want it?
10. Been punished for making an honest mistake?



These events **activate** the pain center of the brain, **trigger** the self-censoring instinct, and **shift** the individual into a defensive mode of performance.

# The costs of a breach to psychological safety.

80% lost work time worrying about an incident

78% said the commitment to the organization declined

66% said their performance declined

63% lost time avoiding the offender

48% intentionally decrease their work effort

47% intentionally decrease time spent at work

38% intentionally decrease the quality of their work

25% admitted taking their frustrations out on customers



# The purpose

- Create a sanctuary of **inclusion**
- Create an incubator of **innovation**



**STAGE 4**  
Challenger Safety.

**DEFINITION:**

Challenger safety satisfies the basic human need to make things better. You feel safe to speak up and challenge the status quo when you think there's an opportunity to change or improve.

**SOCIAL EXCHANGE:**

Air cover in exchange for candor.



**STAGE 3**  
Contributor Safety.

**DEFINITION:**

Contributor safety satisfies the basic human need to make a difference. You feel safe to use your skills and abilities to make a meaningful contribution.

**SOCIAL EXCHANGE:**

Autonomy and accountability in exchange for results.



**STAGE 2**  
Learner Safety.

**DEFINITION:**

Learner safety satisfies the basic human need to learn and grow. You feel safe to engage in the learning process—asking questions, giving and receiving feedback, experimenting, and even making mistakes.

**SOCIAL EXCHANGE:**

Encouragement to learn in exchange for engagement to learn.



**STAGE 1**  
Inclusion Safety.

**DEFINITION:**

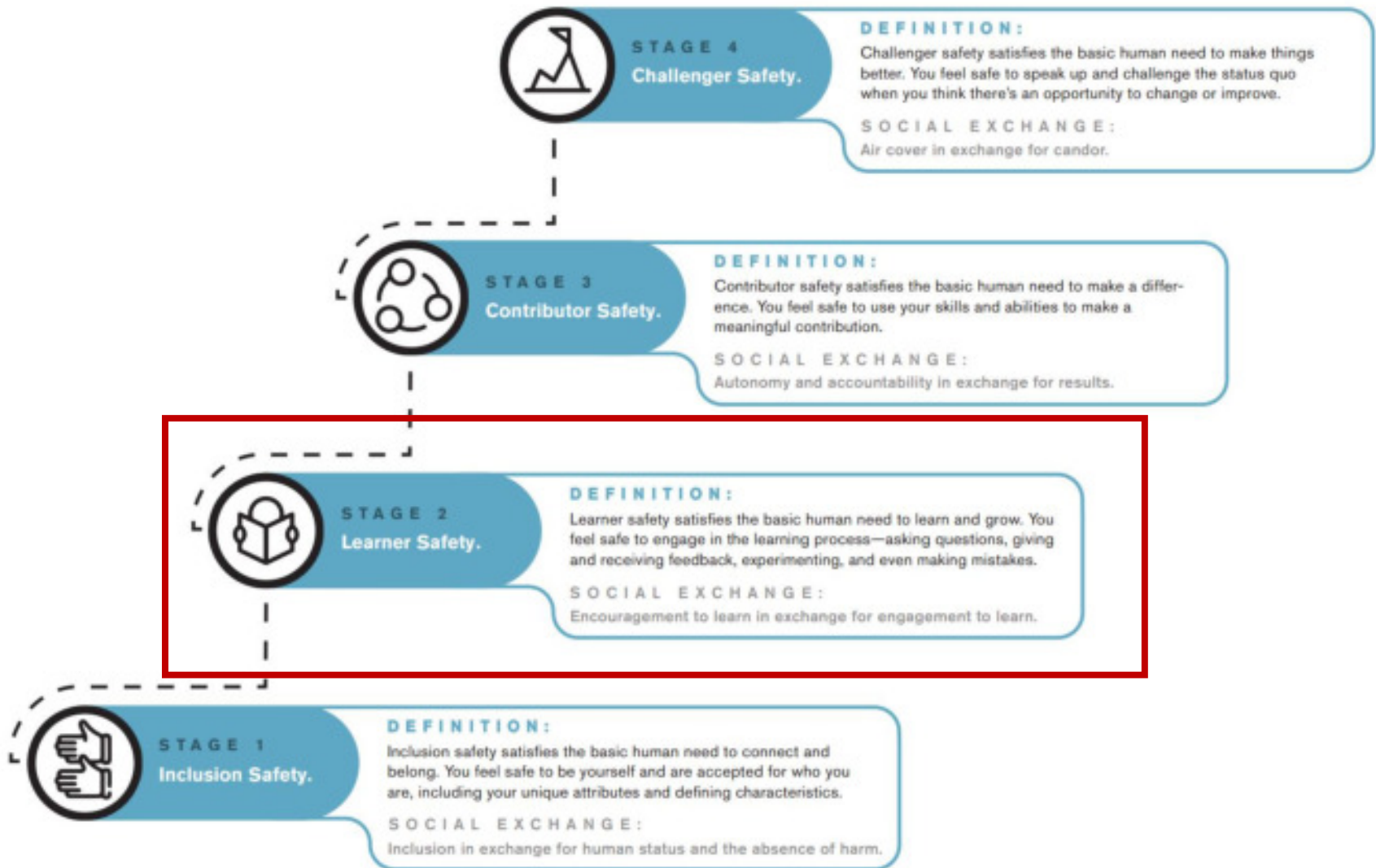
Inclusion safety satisfies the basic human need to connect and belong. You feel safe to be yourself and are accepted for who you are, including your unique attributes and defining characteristics.

**SOCIAL EXCHANGE:**

Inclusion in exchange for human status and the absence of harm.

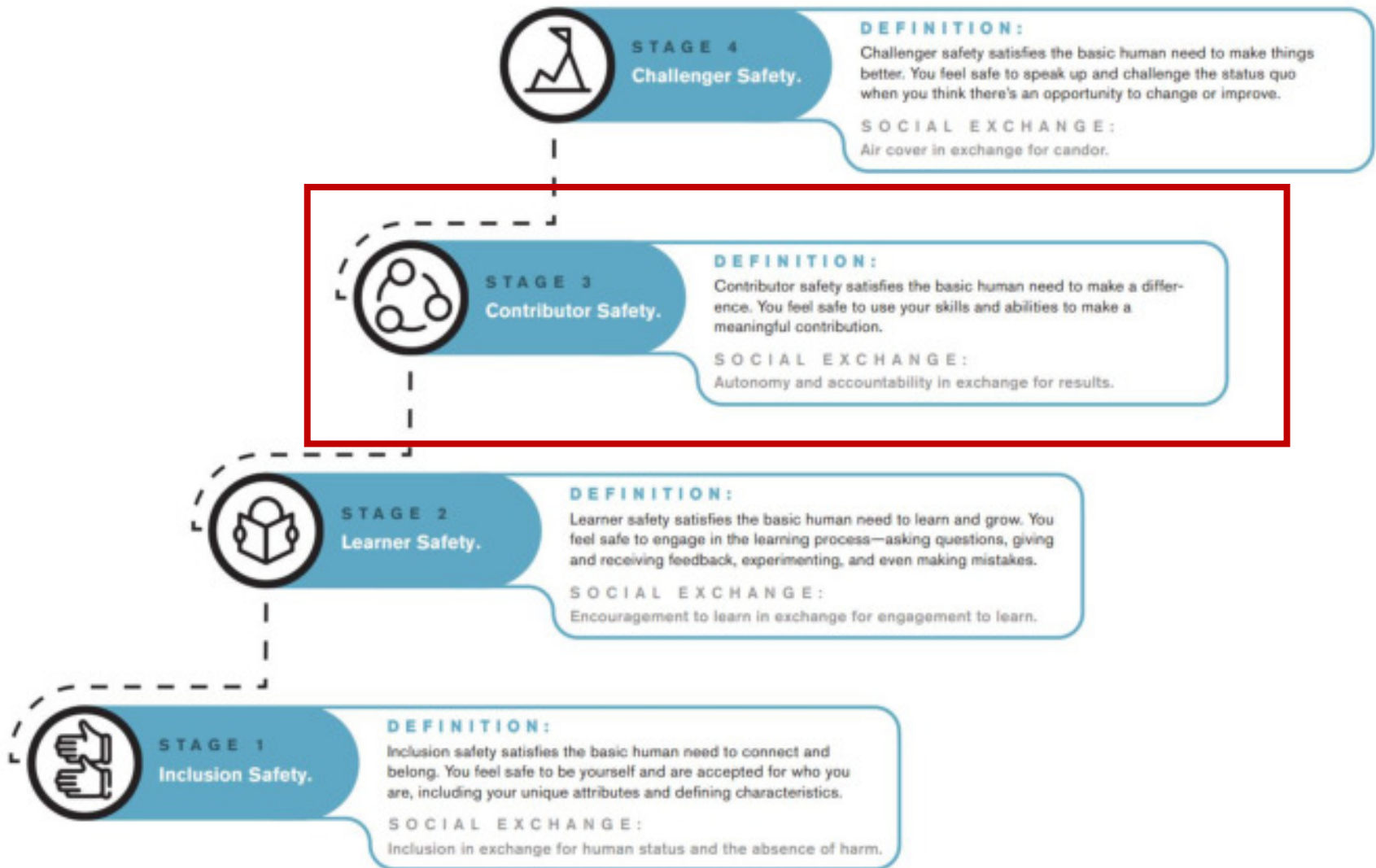
## How can Catalysts create inclusion safety?

- Ask
- Invite
- Share



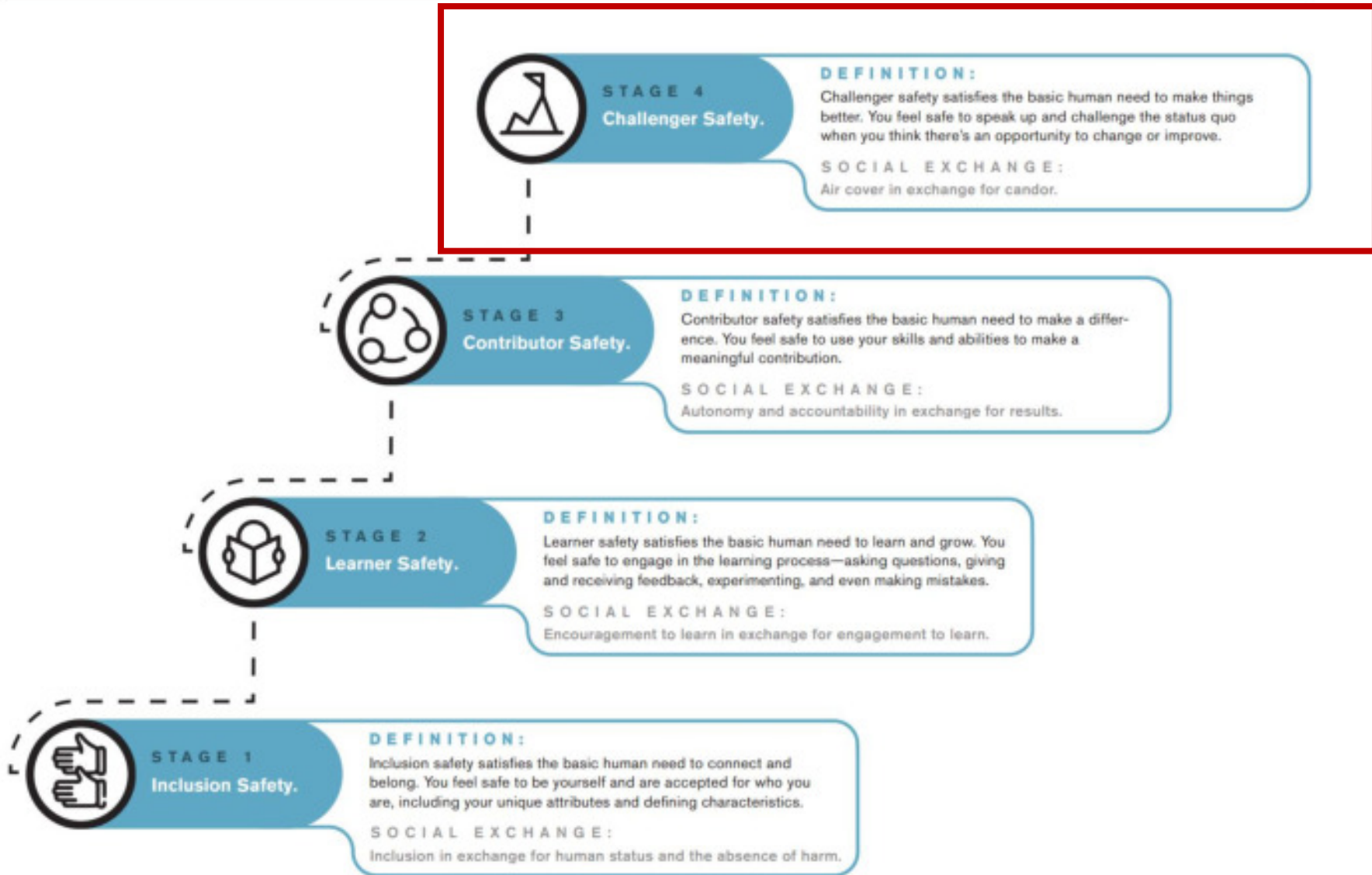
## How can Catalysts create learner safety?

- Model
- Encourage
- Protect



## How can Catalysts create contributor safety?

- Explain the why
- Assign the what
- Delegate the how



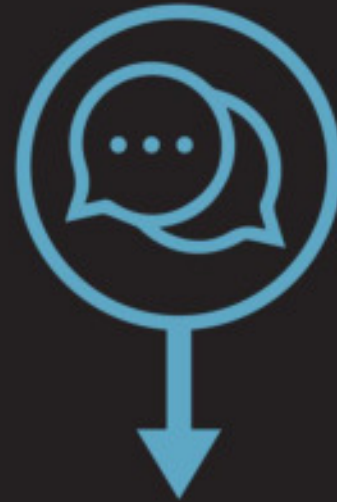


How can Catalysts create challenger safety?



**Intellectual  
Friction**

**Social  
Friction**



The single most important factor in culture formation is the modeling behavior of the leader.

# Key actions for Catalysts

Start here:

1. Ensure the art and practice of **leadership is a strategic priority within your organization.**
2. **Understand the current levels** of psychological safety in the organization – **Catalyst Constellations can help!**
3. Start today in **modeling behavior** to increase the levels of psychological safety.



# The 4 Stages™ of Psychological Safety Program for Catalysts

If you want to:

- Develop a **culture of inclusion** and an **incubator for innovation** through Psychological Safety.
- **Understand current levels** of Psychological Safety in the organization and **create an action plan to improve** Psychological Safety within each of the levels.
- **Model and champion Psychological Safety practices** throughout the organization.

Included in the program:

- Pre and post assessment for up to 50 employees
- 3-hour workshop for up to 15 managers and leaders
- Two follow-up sessions

\*The program will be led by Catalyst Constellations Coach(es) certified in The 4 Stages™ of Psychological Safety.



**Thank you!**



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## **Dr. Timothy R. Clark**

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