

PSYCHOLOGICAL SAFETY

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CONVERSATION STARTERS FOR TEAM DIALOGUE

- How do we reward a team member for asking a challenging question?
- How do challenging questions keep us from 'groupthink'?
- Share specific times when a challenging question led us to a break-through idea.



Safe to be vulnerable

TrustTalk™

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SUGGESTED TO-DO'S

- Reframe the natural inclination to get defensive so that members realize that knowledge only grows if it is stimulated. The goal is to say, "I never thought about it that way..." Be sure to tell someone when he/she has helped you see things in a new way.
- Ask "how would you do this" vs. "why would you do this?"

Leader: Model this. Say it this way, "I respect your view, but would like to know more. What information can you share about this issue?"