

Measure Psychological Safety Drive Business Performance

Mitigate your greatest **risks** and
maximise your greatest **opportunities**

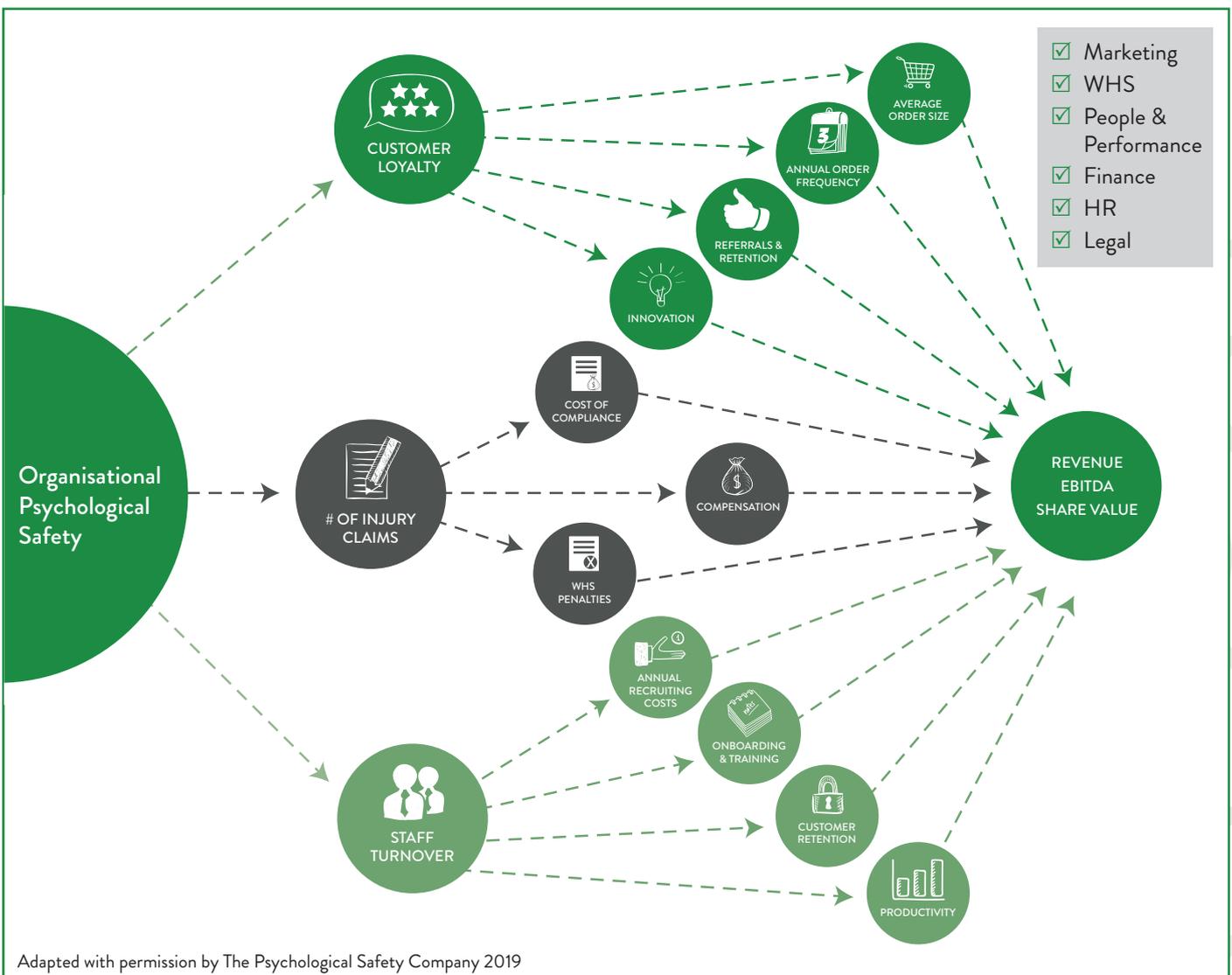
From Risk to Reward - The strategy for business growth

Despite a growing understanding that psychological safety is at the heart of worker productivity and organisational success, management up until now, has not had the tools to measure or improve it. Accordingly, businesses have struggled with employee complaints and turnover, negative effects on customer advocacy, workplace, health and safety claims and regulatory interventions.

As a result, business performance is under significant pressure. By understanding the psychological safety of your organisation, you are able to unlock workforce productivity and experience measurable and significant bottom line gains.



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What is Psychological Safety?

“Psychological safety is a belief that one will not be punished or humiliated for speaking up with ideas, alternate views, questions, concerns or mistakes.”

It is a condition in which you feel (1) included, (2) safe to learn, (3) safe to contribute, and (4) safe to challenge the status quo. All of which contribute to creativity, innovation, diversity of decision making, improved problem solving and increased productivity and service.

When teams within an organisation operate within an environment of psychological safety, the organisation is setting itself up for growth, and a sustainable competitive advantage.



“We cannot continue to solve our problems with the same thinking we used when we created them”.

- Albert Einstein.

Tools + Approaches + Solutions

Founded in learnings from neuroscience, psychological safety and leadership, 6peas provides tools, approaches and solutions for any sized organisation, to build psychologically safe teams, improve productivity and performance, enhance customer engagement, and make board members and other leaders more effective in their interactions and decision making.

The 6peas Process to Psychological Safety uses diagnostic tools to identify the team’s motivations, the influence of leadership, the interactions between teams and the drivers that create a threat or reward response individually and as a team.

Understanding the **6peas Emotional Engagement Coefficient, and I.C.A.R.E.S framework** enables management to directly improve communications, decision making, the culture and the work environment and creativity and innovation.

The **6peas Psychological Safety Process** is targeted at teams, from leadership team, boards, management teams and frontline teams. Developed to drive better interactions and engagement with people in a business environment, it is a tool that also provides a foundation to the three key intelligences needed in a fast paced, competitive landscape – emotional intelligence, social intelligence and attentional intelligence.

Impacts

Psychological safety is an organisational wide commitment from measurement to improvement to impact. Psychological safety drives improvement across the whole organisation.



Psychological safety is measurable. It is linked to all key business performance indicators. It highlights the greatest risk to your business, whilst emphasizing your greatest opportunities. It is the best lead indicator to forecast the success of your business along with Net Promoter Score.

Understand Your Now

The 6peas Psychological Safety Framework uses an index score to highlight the following for the business:



1. High Risk: Less than 60: This demonstrates a high level of risk to the organisation and requires immediate intervention. There may be legal or regulatory risks in this category.



2. Greatest Opportunity: Scores between 60 - 79 these areas provide insights into your greatest opportunity. To realise the potential of the groups by harnessing the strengths of the team and identifying weaknesses.



3. Learn and Leverage: Scores of 80 or more are your greatest opportunities to learn and leverage throughout the organisation. How can we take what is being done in these teams and extrapolate it across the business.

Assess + Support + Sustain + Thrive

STEP 1



Assess

- The I.C.A.R.E.S Psychological Safety Assessment Tool
- Customer Experience Maturity Assessment Tool
- E-NPS – Employee Advocacy
- NPS – Customer Advocacy
- 6peas Emotional Engagement Co-efficient Framework
- Psychological Safety Partnership Tools depending on organisation size and budget

STEP 2



Train/Coach/Support

- One on One engagement Program: Say, Stay and Thrive©
- I.C.A.R.E.S Communications Framework
- Customised programs and interventions
- I.C.A.R.E.S Emotional Drivers Assessment Tool
- Conferences
- Introduction to customer experience
- Mastering customer experience
- Neuroscience in Leadership program
- Workshop on emotional intelligence
- Developing a listening culture
- Leadership boot-camps from threat to reward
- Team boot-camps
- CX boot-camps for Leaders
- SparQ - Igniting your team
- VUCA Leadership workshop – understanding the Intelligence 3
- High Performing Team workshops – understanding your bias

STEP 3



Sustain

- 91 Day focus
- Monitoring via The I.C.A.R.E.S Psychological Safety Assessment Tool
- I.C.A.R.E.S leadership in neuroscience foundations training.
- Certificate in Neuroscience in Leadership with mentoring
- Net Promoter Score (NPS)
- Develop a listening culture Say, Stay, Thrive and Innovate©

Shift Risk to Reward

The Psychological Safety Program works with organisations to move them from the threat of risk to positive business reward.

LEGAL AND REGULATORY OBLIGATIONS

There is increasing pressure on organisations to realise their workplace, health and safety obligations to employees. Australia alone is said to be annually leaving \$12 billion of profit on the table due to lost productivity, legal actions, compensation, absenteeism, lost customers and high staff turnover or disengagement.

The rewards of taking action to ensure a psychologically safe work environment are many. Being able to assess, measure, monitor and actually identify previously unidentified issues is critical in being able to address WHS obligations. The financial rewards for organisations are just as measurable as the reduction in business disruption (downtime), absenteeism and turnover. Increased team productivity, generating innovative processes or products, and serving customers better are just some of the rewards.

EMPLOYEE ENGAGEMENT

Only one-third of global employees strongly agree with the statement, "The mission and purpose of my organisation makes me feel my job is important." The risks of poor employee engagement include poor morale and team work, increased turnover of staff; poor product quality and impact on productivity; customer dissatisfaction, a lack of idea generation and innovation.

By moving that ratio to eight in 10 employees, business units have realised a 51% reduction in absenteeism, a 64% drop in safety incidents and a 29% improvement in quality. (Gallop, 2019). Employees who are psychologically safe are engaged and committed to the purpose of the organisation. Rewards include reduced absenteeism, increase in productivity, improved team performance, generation of ideas and innovation, increase in customer service.

STRATEGIC OBJECTIVES

The greatest risk to an organisation's strategic goals is the misalignment of its people, culture and customer segments. Organisations need clarity about what value they deliver to which customer segment, and they need to be purposeful about delivering that value. We need committed employees that are both accountable and psychologically safe.

The ability to assess, measure and monitor internal people with clear visibility of their impact on key business metrics is critical to understanding where resources and effort should be concentrated to get the greatest rewards - faster. Organisations need to gain a true understanding of what has to be done to go from good to great with a focus on the psychological safety of people to drive a customer centric, high performing culture.

TURNOVER/ATTRITION

The risks of high staff turnover include: team instability, high recruitment and training costs, damage to reputation, erosion of customer experience, loss of knowledge and experience, difficulty achieving strategic goals and reduction in team performance.

Retaining staff and striving for high team performance is critical for any organisation. Organisations need solutions to attract and retain the best talent; drive accountability and strong team performance. We need to identify what has the greatest impact on employee engagement to drive advocacy.

CUSTOMER LOYALTY

There is a big gap in customer experience. 80% of leaders believe that they deliver a superior customer experience whilst only 8% of customers believe that organisations are delivering a superior experience. This is the customer experience gap. Four out of five consumers have switched brands because of a poor experience. 25% of customers defect after just one bad experience. Organisations need to be customer centric.

Reducing the customer experience gap is critical for organisations wishing to sustain a competitive advantage. Loyal customers are more likely to be more forgiving when an organisation makes a mistake, more likely to try new products and services, more likely to advocate on behalf of the brand to others, and spend a greater 'share of wallet' with the organisation.

BRAND

"It takes many good deeds to build a good reputation, and only one bad one to lose it."—Benjamin Franklin. The reputational risk associated with employee class actions, bullying and harassment claims and legal actions can have a significant impact on brand, shareholder value, customers and employees.

Driving a culture of trust is the bedrock of any business relationship, the foundations of a psychologically safe workplace and a driver of customer loyalty. Providing clarity around the purpose, values and priorities of the organisation allows for a better employee and customer experience and reduces reputational risk (personal and organisational).

From Risk to Reward - Our Approach

The Psychological Safety Program works with organisations to

1



Assess psychological safety and accountability with organisations

2



Pinpoints the social domains of each individual, team and leader

3



Assess leadership skills and behaviours as an influencer of psychological safety

4



Link to business metrics and measurable outcomes

5



Identify and qualify the 'unrealised potential' of teams

6



Create immediate interventions to reduce organisation risk and harm

7



Reduce guesswork, by identifying the areas of greatest opportunity combining accountability and psychological safety

8



Focus 91 day cycle - Affecting change with 91 days of effort, analytics and results

Gallop Study

Doubling the number of workers who felt safe generated:

27% Reduced Turnover

40% Reduced Safety Incidents

12% Increased Productivity

Get in Touch

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