



YOUR TOOLKIT

How to Measure Psychological Safety to Drive Business Performance

STEP

1

Psychological Safety

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.

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.

It is a condition in which you feel:



included



safe to learn



safe to contribute



safe to challenge the status quo



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

ALBERT EINSTEIN

STEP

2

The Strategy

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.



REWARD

- ✓ Higher margins
- ✓ Employee engagement
- ✓ Customer Engagement
- ✓ Innovation
- ✓ Competitive differentiator

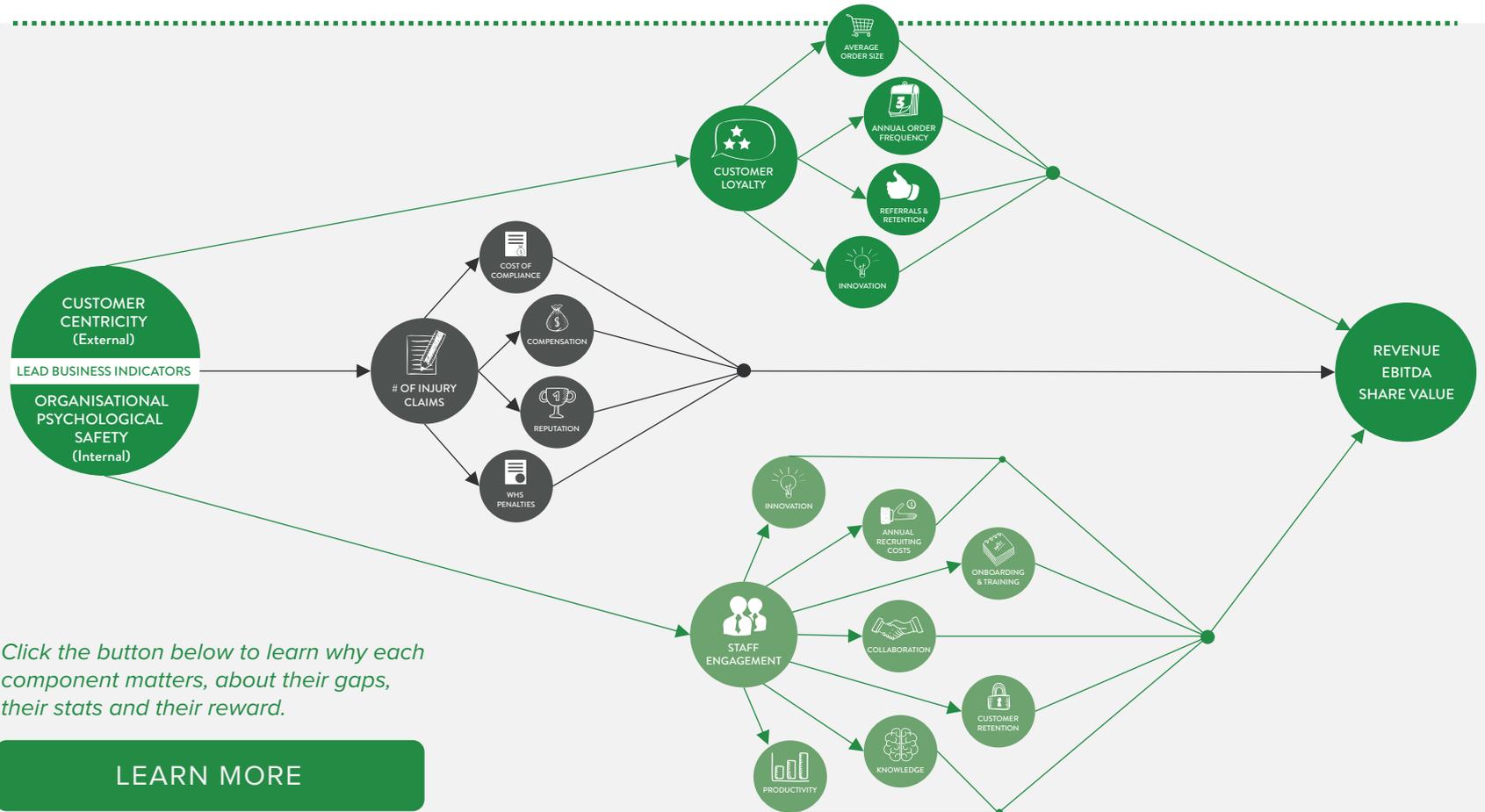


RISK

- X WHS issues
- X Regulatory intervention
- X Financial loss
- X Employee churn
- X Customer losses
- X Lower margin
- X Competitive pressures

STEP 2

The Growth Coefficient



Click the button below to learn why each component matters, about their gaps, their stats and their reward.

LEARN MORE

STEP 3

The 6peas Process

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 **M.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 4 Key Intelligences:



Emotional intelligence



Social intelligence



Focal intelligence



Conversational intelligence

STEP 3

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.



FINANCE
(GROWTH)



WHS
(GROWTH)



**RISK
MANAGEMENT**
(GROWTH)



HR
(GROWTH)



MARKETING
(GROWTH)



SALES
(GROWTH)



LEGAL
(GROWTH)

STEP 3

Understand your now

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



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.



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.



Learn and Leverage: Scores of 80 or more:

These 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?

Find out your index rating with our quick, self assessment tool

SELF ASSESS NOW

BOOK 6PEAS ASSESSMENT

NEXT SECTION

STEP
3

Self Assessment



1	Do you currently measure and evaluate the psychological safety of your teams?			
2	Are you able to identify where your greatest opportunities for increased productivity are within your teams?			
3	Are you able to identify your greatest risk (i.e. potential for WorkCover, bullying claims) within your organisation? Are you able to predict future claims or WHS issues?			
4	Do you measure their success at collaboration? Do team members feel safe to ask for help? Do they feel inclined to help each other? Do they have a common purpose?			
5	Do you know the levels of psychological safety on your customer facing teams – those responsible for delivering great customer service? Are staff empowered to problem solve to deliver great customer experience?			
6	Have you measured the psychological safety of your decision-making teams – board or executive teams? Does everyone feel able to challenge the status quo, to be curious?			

STEP 3

Self Assessment



7	Have you trained your people managers at all levels on the Four Intelligences? Social Intelligence, Emotional Intelligence, Focal Intelligence and Conversational Intelligence?			
8	Does your organisation currently have an over reliance on employee engagement and culture surveys instead of psychological safety measurements?			
9	Have you implemented a communications framework which addresses the risk and reward responses of individuals and teams?			
10	How confident are you that your people at all levels of the organisation can speak up, challenge the status quo, ask for help or resources without the threat of humiliation, embarrassment or some sort of punishment?			

Your score

Tally up your faces. Multiply your tallies by the corresponding scores below. Add these together to get your final index rating.

COMPARE RATING

 = 1  = 5  = 10

STEP 4

Assess + Support + Sustain + Thrive



STEP 1: ASSESS



STEP 2: TRAIN/COACH/ SUPPORT



STEP 3: SUSTAIN

- The M.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
4

Assess + Support + Sustain + Thrive



STEP 1: ASSESS



STEP 2: TRAIN/COACH/ SUPPORT



STEP 3: SUSTAIN

- One on One engagement Program: Say, Stay and Thrive©
- M.I.C.A.R.E.S Communications Framework
- Customised programs and interventions
- M.I.C.A.R.E.S Emotional Drivers Assessment Tool
- Conferences
- Introduction to customer experience
- Mastering customer experience
- Neuroscience in Leadership program

STEP
4

Assess + Support + Sustain + Thrive



STEP 1: ASSESS



STEP 2: TRAIN/COACH/ SUPPORT



STEP 3: SUSTAIN

- 91 Day focus
- Monitoring via The M.I.C.A.R.E.S Psychological Safety Assessment Tool
- M.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©

STEP
5

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

RISK

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



REWARD

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.

STEP

5

Shift Risk to Reward

EMPLOYEE ENGAGEMENT

RISK

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.



REWARD

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.

STEP

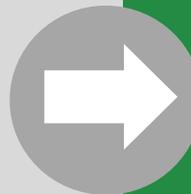
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Shift Risk to Reward

STRATEGIC OBJECTIVES

RISK

The greatest risk to an organisations 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.



REWARD

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.

STEP

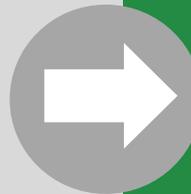
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Shift Risk to Reward

TURNOVER/ATTRITION

RISK

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.



REWARD

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.

STEP

5

Shift Risk to Reward

CUSTOMER LOYALTY

RISK

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.



REWARD

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.

STEP

5

Shift Risk to Reward

BRAND

RISK

“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.



REWARD

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).

STEP
6

From Risk to Reward – Our Approach

The Psychological Safety Program works with organisations to:

1	2	3	4	5	6	7	8
							
Assess psychological safety and accountability with organisations	Pinpoints the social domains of each individual, team and leader	Assess leadership skills and behaviours as an influencer of psychological safety	Link to business metrics and measurable outcomes	Identify and qualify the 'unrealised potential' of teams	Create immediate interventions to reduce organisation risk and harm	Reduce guesswork, by identifying the areas of greatest opportunity combining accountability and psychological safety	Assess psychological safety and accountability with organisations

Are you a Board Member, Advisor, or someone who works with a Board?

We'd really appreciate your time to help us understand the psychological safety of boards and the impact on decision making, leadership, group dynamics, culture and performance.

[CONTRIBUTE TO THE SURVEY](#)

6peas