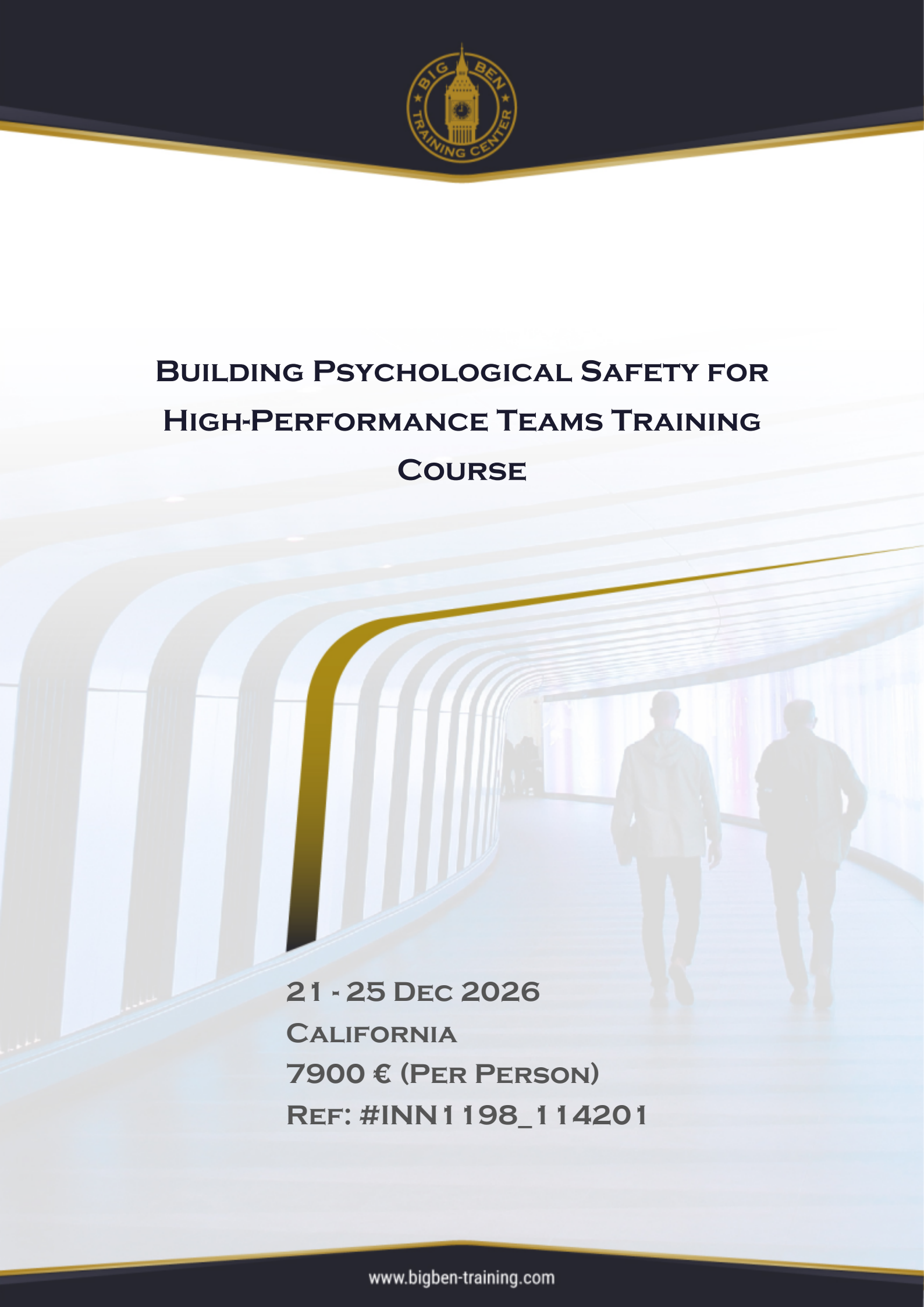
Building Psychological Safety for High-Performance Teams Training Course



21 - 25 Dec 2026

California

7900 € (Per Person)

Ref: #INN1198_114201

Course Introduction / Overview:

This training course provides a comprehensive framework for understanding and implementing psychological safety as the cornerstone of high-performance teams. In today's dynamic and competitive landscape, the ability of a team to innovate, learn, and adapt is directly linked to an environment where members feel safe to speak up, take risks, and be vulnerable. This program moves beyond theoretical concepts to offer practical, actionable strategies for leaders and team members to cultivate a culture of trust and open dialogue. Drawing on the seminal work of Harvard professor Amy Edmondson, particularly her insights in "The Fearless Organization", this course explores the four stages of psychological safety and the specific leadership behaviors that foster it. Participants will learn to diagnose their team's current level of safety, address common barriers, and build the communication skills necessary for constructive feedback and conflict resolution. BIG BEN Training Center has designed this immersive experience to empower organizations to unlock the full potential of their teams, driving not just employee engagement and well-being, but also tangible business results through enhanced creativity and resilience.

Target Audience / This training course is suitable for:

- Team Leaders and Supervisors.
- Department Heads and Managers.
- Project Managers and Scrum Masters.
- Human Resources Professionals.
- Organizational Development Practitioners.
- C-Level Executives and Senior Leaders.
- Anyone aspiring to a leadership role.

Target Sectors and Industries:

- Technology and Software Development.
- Healthcare and Pharmaceuticals.
- Financial Services and Banking.
- Consulting and Professional Services.
- Engineering and Manufacturing.
- Education and Academia.
- Governmental agencies and public sector organizations.
- Non-profit organizations.

Target Organizations Departments:

- Human Resources and Talent Development.
- Operations and Production.
- Research and Development (R&D).
- Project Management Office (PMO).
- Sales and Customer Service.
- Information Technology (IT).
- Executive Leadership Teams.

Course Offerings:

By the end of this course, the participants will have able to:

- Define psychological safety and articulate its impact on team performance, innovation, and employee well-being.
- Assess the current level of psychological safety within their own teams using proven diagnostic tools.
- Identify and model the key leadership behaviors that build trust, inclusivity, and a safe work environment.
- Implement practical strategies for encouraging a culture where team members feel safe to speak up and offer dissenting opinions.
- Facilitate constructive feedback sessions and manage difficult conversations effectively.
- Develop a framework for learning from failure and promoting intelligent risk-taking.
- Create a personalized action plan to foster and sustain psychological safety within their sphere of influence.
- Measure the progress and impact of psychological safety initiatives on team and organizational goals.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, experiential, and immediately applicable to the participant's work environment. We believe that learning is most effective when it moves beyond passive listening to active engagement. This course utilizes a blended approach, incorporating expert-led presentations on core concepts, frameworks, and the latest research in psychological safety. These sessions are complemented by a series of practical activities, including real-world case study analyses, small group discussions, and collaborative problem-solving exercises. A significant portion of the training is dedicated to role-playing scenarios, allowing participants to practice new communication and leadership skills in a safe and supportive setting. Participants will receive constructive feedback from both the facilitator and their peers to refine their approach. The program encourages self-reflection and the development of a personal action plan, ensuring that the insights gained are translated into tangible behavioral changes and sustainable improvements back in the workplace.

Course Agenda (Course Units):

Unit One: The Foundation of Psychological Safety

- Defining psychological safety and its four stages.
- The historical context and the work of Amy Edmondson.
- Distinguishing psychological safety from trust and comfort.
- The critical link between psychological safety and high performance.
- Exploring Google's Project Aristotle findings.
- Identifying the common myths and misconceptions.
- The neuroscience of fear and its impact on the brain at work.

Unit Two: The Leader's Role in Cultivating a Safe Environment

- Modeling vulnerability and fallibility as a leader.
- Setting the stage by framing work as a learning problem.
- Inviting participation to ensure all voices are heard.
- Demonstrating situational humility and curiosity.
- Responding productively to failure and challenges.
- Establishing clear norms for interpersonal interaction.
- Techniques for building authentic connections and rapport within the team.

Unit Three: Communication Strategies for a Fearless Organization

- Mastering the art of active and empathetic listening.
- Techniques for asking powerful, open-ended questions.
- Giving and receiving constructive feedback without triggering defensiveness.
- Strategies for managing difficult conversations and conflict resolution.
- Facilitating inclusive meetings where everyone feels empowered to contribute.
- Encouraging productive debate and challenging the status quo.
- Developing a shared language for discussing sensitive topics.

Unit Four: Driving Innovation and Performance Through Psychological Safety

- How psychological safety fuels creativity and intelligent risk-taking.
- Creating a blame-free culture focused on learning from mistakes.
- Implementing systems for experimentation and rapid iteration.
- Fostering a growth mindset across the team.
- Connecting psychological safety to agility and adaptability.
- Case studies of innovative companies with high psychological safety.
- Overcoming the organizational antibodies that resist change.

Unit Five: Sustaining and Measuring a Psychologically Safe Culture

- Methods for assessing and measuring psychological safety.
- Using surveys, interviews, and observational data to gather insights.
- Developing a strategic action plan for continuous improvement.
- Embedding psychological safety into hiring, onboarding, and performance management processes.
- Strategies for scaling psychological safety across the entire organization.
- Handling setbacks and reinforcing positive behaviors.
- Celebrating progress and creating a long-term vision for a fearless culture.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How might an organization's deep-rooted cultural norms and power structures present hidden barriers to establishing genuine psychological safety, even with well-intentioned leadership?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by moving beyond the theoretical "what" and "why" of psychological safety to focus intensely on the practical "how". While many programs discuss the concept, this training is built around actionable behaviors and communication techniques that leaders can implement immediately. It provides a structured, step-by-step approach, grounded in the research of leading academics like Amy Edmondson, but translated into real-world scenarios and exercises. The curriculum emphasizes the critical link between psychological safety and tangible business outcomes like innovation, agility, and performance, making a clear business case for its adoption. Furthermore, the course dedicates a significant portion to the skills of facilitating difficult conversations and learning from failure, two areas that are often the biggest hurdles for organizations. Rather than just presenting a model, it equips participants with the diagnostic tools to assess their own teams and the strategic planning skills to sustain a psychologically safe culture for the long term, ensuring a lasting and meaningful impact.