Building Psychological Safety and Trust in Teams Training Course

28 Dec 2026 - 01 Jan 2027

Cape town

4600 € (Per Person)

Ref: #IS2725_288864

Course Introduction / Overview:

In today's dynamic and competitive business environment, the foundation of high-performing teams is not just talent, but trust and psychological safety. This course provides a comprehensive framework for understanding and cultivating these critical elements within any organization. Psychological safety, a concept extensively researched by Harvard Business School professor Amy Edmondson, is the shared belief that a team is safe for interpersonal risk-taking. It enables a culture of open communication, innovation, and learning from failure. As detailed in her book, "The Fearless Organization," creating this environment is paramount for success. This program offered by BIG BEN Training Center moves beyond theoretical concepts to provide actionable strategies and practical tools. Participants will explore the intricate link between vulnerability, trust, and performance, learning how to foster an atmosphere where team members feel included, safe to learn, safe to contribute, and safe to challenge the status quo without fear of negative consequences. This journey is essential for unlocking a team's full potential, enhancing engagement, and driving sustainable results.

Target Audience / This training course is suitable for:

- Team Leaders and Supervisors.
- Department Managers and Directors.
- Human Resources Professionals.
- Project Managers and Scrum Masters.
- Executive Leadership and C-Suite Members.
- Organizational Development Specialists.
- Any employee aspiring to a leadership role.

Target Sectors and Industries:

- Technology and Software Development.
- Healthcare and Pharmaceutical.
- Financial Services and Banking.
- Consulting and Professional Services.
- Education and Academia.
- Governmental agencies and public sector organizations.
- Manufacturing and Engineering.
- Non-Profit and Social Enterprises.

Target Organizations Departments:

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

Course Offerings:

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

- Define psychological safety and its impact on team performance and innovation.
- Identify the key behaviors that build or erode trust within a team.
- Apply practical models for assessing the level of psychological safety in their own teams.
- Develop communication skills that foster open dialogue and constructive feedback.
- Implement strategies to create a "speak-up" culture where all voices are heard.
- Lead with vulnerability to build stronger, more authentic team connections.
- Facilitate difficult conversations and manage conflict constructively.
- Design team rituals and processes that reinforce a culture of trust and safety.
- Measure the progress of psychological safety initiatives over time.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, experiential, and immediately applicable to the workplace. We believe that learning is most effective when it involves active participation and real-world problem-solving. This course moves beyond traditional lectures to immerse participants in a dynamic learning environment. The program utilizes a blend of expert-led instruction, facilitated group discussions, and peer-to-peer learning. A significant portion of the course is dedicated to practical application through role-playing scenarios, case study analysis of real companies, and hands-on team exercises. Participants will work in small groups to tackle challenges related to building trust and fostering safety, receiving personalized feedback from the instructor and peers. This approach ensures that attendees not only grasp the theoretical frameworks but also build the confidence and skills to implement these strategies effectively within their own teams upon returning to their organizations.

Course Agenda (Course Units):

Unit One: The Foundation of Fearless Teams

- Defining Psychological Safety and Its Four Stages.
- The Critical Link Between Trust, Vulnerability, and Performance.
- Exploring Amy Edmondson's Research on Team Dynamics.
- The Neuroscience of Fear and Trust in the Workplace.
- Differentiating Psychological Safety from Comfort and Niceness.
- Assessing Your Team's Current Level of Psychological Safety.
- The Business Case: How Safety Drives Innovation and Engagement.

Unit Two: The Leader's Role in Cultivating Safety

- Leading by Example: The Power of Leader Vulnerability.
- Setting the Stage: Framing Work as a Learning Problem.
- Inviting Participation and Modeling Curiosity.
- Responding Productively to Failure and Bad News.
- Active Listening and Empathetic Communication Techniques.
- Establishing Clear Norms for Interpersonal Interaction.
- Avoiding Common Leadership Traps that Erode Trust.

Unit Three: Building Trust Through Communication and Action

- The Anatomy of Trust: Competence, Reliability, and Integrity.
- Fostering Open Dialogue and Constructive Dissent.
- Techniques for Giving and Receiving Effective Feedback.
- The Role of Transparency in Building Organizational Trust.
- Navigating Difficult Conversations with Confidence and Skill.
- Building a Culture of Appreciation and Recognition.
- Practical Exercises in Vulnerability-Based Trust Building.

Unit Four: Managing Conflict and Fostering Accountability

- Understanding the Healthy Role of Conflict in High-Performing Teams.
- Frameworks for Constructive Conflict Resolution.
- Separating People from the Problem in Disagreements.
- Creating a Culture of Accountability Without Blame.
- How to Hold Team Members Accountable Respectfully.
- Addressing Behaviors that Undermine Team Safety.
- Role-Playing Scenarios for Managing Team Tensions.

Unit Five: Sustaining a Culture of Safety and Trust

- Integrating Psychological Safety into Team Rituals and Meetings.
- Measuring and Tracking Progress Over Time.
- Scaling Psychological Safety Across the Organization.
- Onboarding New Team Members into a High-Trust Environment.
- Overcoming Resistance and Navigating Setbacks.
- Creating a Personal Action Plan for Implementation.
- The Long-Term Vision: Becoming a Fearless Organization.

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 can an organization balance the need for psychological safety with the imperative for high performance and accountability?

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

This course distinguishes itself by moving beyond the theoretical definitions of psychological safety and trust to focus on practical, behavioral change. While many programs discuss the "what" and "why," our curriculum is meticulously designed to equip participants with the "how". We emphasize actionable strategies and communication techniques that leaders and team members can implement immediately. The program integrates principles from organizational psychology, neuroscience, and leadership studies, providing a holistic and evidence-based approach. A key differentiator is our focus on leader vulnerability as a non-negotiable tool for trust-building, a concept often overlooked in traditional management training. Rather than offering generic team-building activities, we provide structured frameworks for facilitating difficult conversations, delivering constructive feedback, and managing conflict in a way that strengthens rather than weakens team cohesion. The course is built around real-world case studies and immersive role-playing, ensuring that learning is not just absorbed but experienced, leading to a deeper, more sustainable impact on both individual behavior and organizational culture.