Cultivating Empathetic Leadership and Psychological Safety in the Workplace Training Course

09 - 13 Nov 2026

Vienna

5800 € (Per Person)

Ref: #IS3536_22931

Course Introduction / Overview:

This comprehensive training course, offered by BIG BEN Training Center, is meticulously designed to equip leaders and professionals with the essential skills to foster environments where empathy thrives and psychological safety is paramount. In today's dynamic and often unpredictable business landscape, the ability to lead with genuine understanding and create a space where individuals feel safe to speak up, innovate, and contribute their best is no longer a soft skill but a critical strategic imperative. This program delves deep into the core principles of empathetic leadership development, exploring how emotional intelligence for leaders can transform team dynamics and drive employee engagement strategies. Participants will learn to build trust in the workplace, cultivate a speak-up culture, and implement effective communication strategies that promote psychological safety in teams. Drawing insights from leading thinkers like Amy Edmondson, author of "The Fearless Organization: Creating Psychological Safety in the Workplace for Innovation, Growth, and Collaboration," this course provides practical frameworks for creating inclusive work environments and developing resilient teams. It addresses the neuroscience of psychological safety, offering actionable techniques to manage difficult conversations, resolve conflict, and empower teams to achieve high performance. By focusing on human-centered leadership and sustainable leadership practices, BIG BEN Training Center ensures that participants gain not just theoretical knowledge but also the practical tools to immediately apply these concepts, fostering a culture of belonging and driving organizational success from A to Z.

Target Audience / This training course is suitable for:

- Senior Managers.
- Team Leaders.
- Project Managers.
- HR Professionals.
- Supervisors.
- Department Heads.
- Emerging Leaders.
- Anyone aspiring to enhance their leadership capabilities and foster a positive work environment.

Target Sectors and Industries:

- Technology and IT.
- Healthcare and Pharmaceuticals.
- Financial Services and Banking.
- Manufacturing and Engineering.
- Consulting and Professional Services.
- Retail and Consumer Goods.
- Education and Academia.
- Government Agencies and Public Sector Organizations.
- Non-profit Organizations.
- Media and Entertainment.

Target Organizations Departments:

- Human Resources.
- Operations.
- Project Management.
- Research and Development.
- Sales and Marketing.
- Customer Service.
- Learning and Development.
- Executive Leadership.
- Team Management.
- Organizational Development.

Course Offerings:

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

- Define empathetic leadership and its impact on organizational culture.
- Understand the core components and benefits of psychological safety in teams.
- Develop advanced emotional intelligence for leaders to enhance interpersonal effectiveness.
- Implement strategies for building trust in the workplace and fostering a speak-up culture.
- Master effective communication strategies to navigate challenging conversations.
- Apply practical techniques for conflict resolution and managing team dynamics.
- Create inclusive work environments that celebrate diversity and promote belonging.
- Empower team members to contribute ideas and take calculated risks without fear.
- Design and facilitate meetings that encourage open dialogue and collaborative problem-solving.
- Develop a personal action plan for cultivating psychological resilience and sustainable leadership practices.

Course Methodology:

This highly interactive training course from BIG BEN Training Center employs a dynamic blend of adult learning methodologies designed to maximize engagement and practical application. Our approach emphasizes experiential learning, moving beyond theoretical concepts to real-world scenarios. Participants will engage in a variety of activities including interactive sessions, group discussions, and collaborative teamwork exercises that encourage peer learning and diverse perspectives. We utilize carefully selected case studies, drawing from various industries, to illustrate key principles of empathetic leadership development and psychological safety in teams, allowing participants to analyze complex situations and propose solutions. Role-playing and simulations provide a safe space to practice new skills, such as managing difficult conversations, giving constructive feedback, and implementing effective communication strategies. Continuous feedback mechanisms, including self-assessments and peer feedback, are integrated throughout the course to support individual growth and skill refinement. The methodology is designed to foster a deep understanding of the material, encourage critical thinking, and build confidence in applying learned concepts to create inclusive work environments and drive employee engagement strategies within their own organizations.

Course Agenda (Course Units):

Unit One: Foundations of Empathetic Leadership and Psychological Safety

- Defining empathy and its critical role in modern leadership.
- Understanding psychological safety: its origins, dimensions, and organizational impact.
- The compelling business case for cultivating empathetic leadership and psychological safety.
- Identifying common barriers to empathy and safety within organizational structures.
- Self-assessment: evaluating personal leadership style and empathy quotient.
- Introduction to the neuroscience of connection, threat, and trust building.
- Setting the stage for developing a robust speak-up culture.

Unit Two: Cultivating Empathy and Emotional Intelligence

- Deep dive into the core components of emotional intelligence for leaders.
- Developing advanced active listening and non-verbal communication skills.
- Practicing perspective-taking and understanding diverse viewpoints in the workplace.
- Applying empathetic responses in various challenging leadership situations.
- Strategies for managing personal biases and assumptions effectively.
- Building genuine rapport and authentic connections with team members.
- Implementing strategies for fostering a strong culture of belonging.

Unit Three: Building and Sustaining Psychological Safety

- Exploring the four stages of psychological safety: inclusion, learner, contributor, challenger.
- Creating a safe environment for constructive feedback and critical discourse.
- Encouraging experimentation, innovation, and learning from perceived failures.
- Empowering team members to voice concerns, ideas, and dissenting opinions.
- Addressing and mitigating fear and blame within the workplace environment.
- Implementing transparent communication practices to enhance trust.
- Methods for measuring and assessing psychological safety within teams.

Unit Four: Practical Applications and Leadership Tools

- Leading difficult conversations with empathy, respect, and clarity.
- Advanced conflict resolution techniques for high-stakes organizational situations.
- Effective coaching strategies for enhancing performance and promoting well-being.
- Designing and facilitating inclusive team meetings and decision-making processes.
- Strategies for leading remote and hybrid teams with empathy and effectiveness.
- Building psychological resilience in oneself and fostering it in others.
- Developing an actionable plan for immediate implementation of learned concepts.

Unit Five: Sustaining a Culture of Empathy and Safety

- Integrating empathetic leadership principles into organizational values and mission.
- Championing psychological safety across various departments and levels.
- Developing sustainable leadership practices for long-term impact.
- Mentoring and empowering future generations of empathetic leaders.
- Navigating organizational change with compassion and strategic empathy.
- Commitment to continuous learning and adaptation in leadership roles.
- Crafting a personal commitment and ongoing professional development plan.

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

In what ways does the cultivation of psychological safety fundamentally alter the traditional power dynamics within an organization, and what ethical responsibilities arise from this shift for leaders?

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

This course distinguishes itself by offering a deeply integrated and holistic approach to leadership development, moving beyond superficial techniques to address the foundational elements of human connection and organizational health. Unlike programs that might focus solely on communication or team building, this training course interweaves empathetic leadership development with the critical framework of psychological safety in teams, recognizing that one cannot truly thrive without the other. We delve into the neuroscience of psychological safety, providing participants with a scientific understanding of how trust building and inclusive work environments impact brain function and performance. The emphasis is on practical application through real-world case studies and interactive sessions, ensuring that leaders gain not just theoretical knowledge but also the actionable skills to immediately foster a speak-up culture and enhance employee engagement strategies. Our methodology prioritizes experiential learning, allowing participants to practice managing difficult conversations and conflict resolution in a safe, supportive setting. This course is designed to cultivate authentic leadership practices, empowering participants to become catalysts for positive change, driving innovation, and building resilient teams that are prepared for future challenges, making it a truly transformative experience for any professional committed to human-centered leadership.