

Psychological Safety at Work

Psychological safety means feeling safe to speak up, share ideas, ask questions, raise concerns and learn from mistakes, knowing you'll be treated with respect and support.

GOOD PSYCHOLOGICAL SAFETY HELPS PREVENT WORK-RELATED STRESS AND SUPPORTS MENTAL WELLBEING.

WHEN PEOPLE FEEL SAFE TO CONTRIBUTE, TEAMS LEARN, IMPROVE AND PERFORM AT THEIR BEST.

PSYCHOLOGICAL SAFETY IS:

- **Feeling safe to be ourselves**
We can speak up and be heard without fear of judgement.
- **Sharing ideas and raising concerns**
We can ask questions, challenge ideas and report mistakes.
- **Trusting and supporting each other**
We treat each other with respect and kindness. We talk openly about challenges and focus on learning rather than blame.
- **Learning and growing together**
We reflect, learn from mistakes and celebrate progress.
- **Belonging and feeling included**
Everyone's voice matters. Different views and experiences are welcomed.

PSYCHOLOGICAL SAFETY ISN'T:

- **Blame rather than learning**
People worry about being criticised or blamed when things go wrong.
- **Fear of speaking up**
People stay silent because they worry about making mistakes, asking questions or being judged.
- **Being shut down**
Ideas, questions and concerns are ignored, dismissed or interrupted.
- **Power and hierarchy**
People feel unable to challenge decisions or share different viewpoints.
- **Lack of respect and inclusion**
Bullying, exclusion, negative behaviour or favouring some voices over others can damage trust and confidence.

WHAT EMPLOYERS AND MANAGERS CAN DO EVERY DAY:

- **Listen and ask questions**
Show curiosity and create space for people to share their views.
- **Encourage different viewpoints**
Welcome ideas, questions and respectful challenge.
- **Respond positively when people speak up**
Thank people for raising concerns and sharing feedback.
- **Learn from mistakes**
Focus on learning and improvement rather than blame.
- **Lead by example**
Role model respect, inclusion and behaviours that help everyone contribute.

WHY IT MATTERS

Healthier, happier people

Better ideas, solutions and decision-making

Stronger relationships where people feel valued

More motivated and committed teams

Continuous improvement and innovation

Need support improving psychological safety in your workplace?

Healthy Working Wales offers free support to help employers create healthier, happier workplaces.



WORKPLACE ADVISER SUPPORT



WORKSHOPS AND WEBINARS



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For more information visit: healthyworking.wales