

# *Getting Better Results from Safety -*

## *A Psychological Approach*

Presented by:  
Shanna Dunbar BSN RN COHN-S



# You are in the right place

.....

You are...



You have...



You want...





# ***Total Worker Health<sup>®</sup>*** **Strategist**



**Shanna S. Dunbar**  
[BSN RN COHN-S]

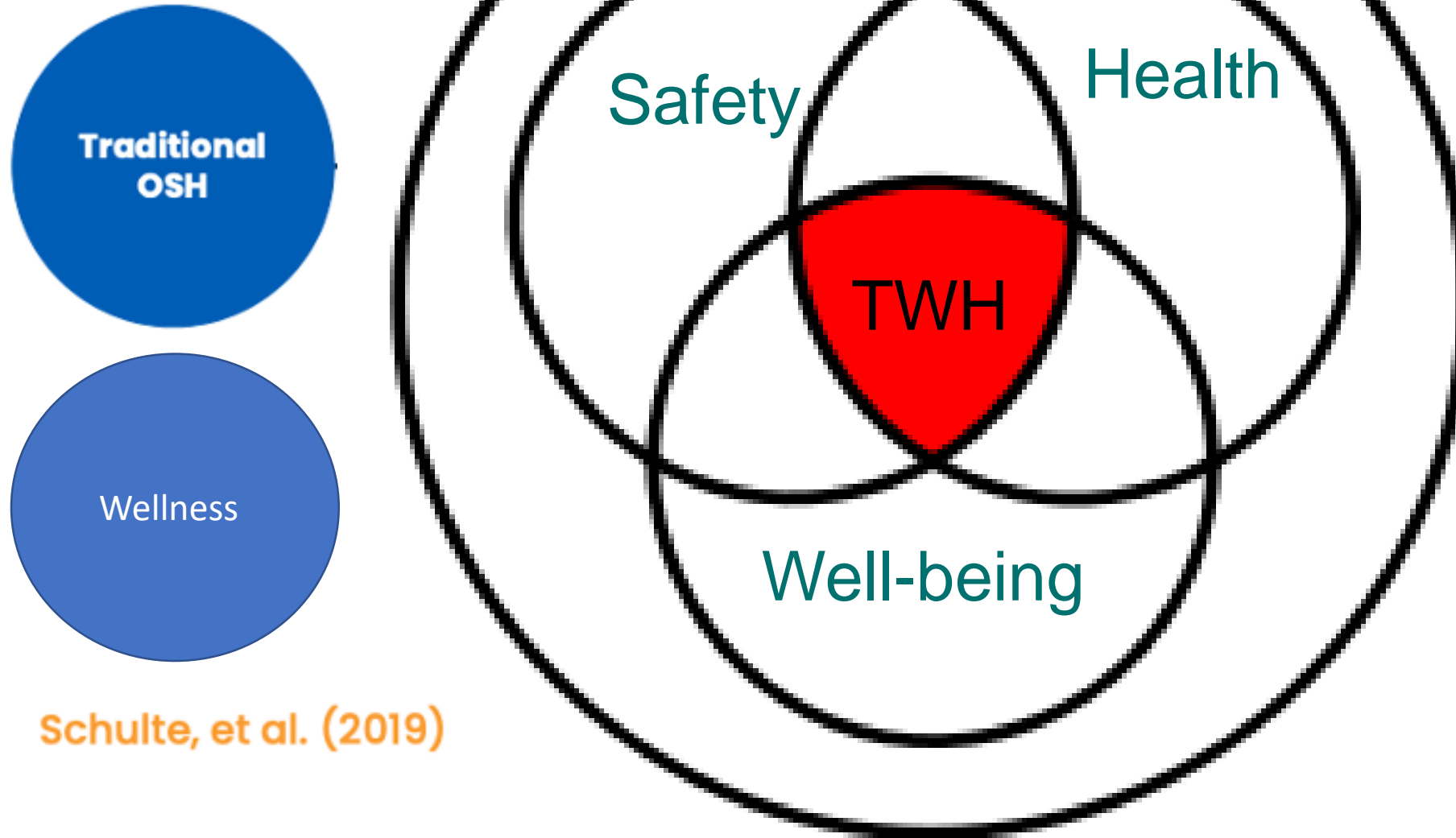
Certified Occupational  
Health Nurse

BWC-Certified Transitional Work Program  
Developer  
*Total Worker Health<sup>®</sup> Strategist*



**Occupational  
Health Nurse**

# *Total Worker Health<sup>®</sup>* Paradigm



Schulte, et al. (2019)





# Psychological Safety

**WHI**  
Improving Employee Health



# the fearless organization

Creating **Psychological Safety** in the  
Workplace for Learning,  
Innovation, and Growth

Amy C. Edmondson

HARVARD BUSINESS SCHOOL

WILEY

## Psychological Safety



“a belief that  
**one will not be  
punished or humiliated  
for speaking up** with ideas,  
questions, concerns, or mistakes,  
and that **the team is safe** for  
interpersonal risk-taking”

-Amy Edmondson

Psychological Safety is being able to:

- Give and receive feedback
- Raise issues and concerns
- Disagree
- Ask for Clarification
- Ask difficult questions
- Ask for Help
- Offer solutions to problems
- Admit errors





## Psychological Danger



## Psychological Safety



## ***Without*** psychological safety



Teams are **reactive and hesitant**

Teams are **scared to challenge**  
established ways of doing things

Teams **preserve the status quo** and  
do not inspect and adapt their work

## ***With*** psychological safety



Teams can **experiment** and **grow**

Teams can **challenge each other**  
& reach more informed decisions

Teams can make **continuous  
improvement** a reality

WHI

Improving Employee Health

# Psychological Safety ~ APPLIED

**WHI**  
Improving Employee Health



## Two scenarios





# The status quo guy

- Hides own mistakes
- Blames others
- Authoritative
- Intimidates others
- Punitive
- Monday morning quarterback
- Tolerate toxic behavior
- Lack of confrontation
- ‘We have always done it this way’



# The superhero health and safety



- Acknowledges own mistakes
- Be open to feedback
- Be curious
- Asks others' opinion
- Knows and uses team members' strengths
- See what others' need
- 'See something –say something'

# Reasons why psychological safety matters



Enhances employee engagement



Promotes an inclusive workplace culture



Encourages creativity and new ideas



Improved employee well-being

## Fostering Psychological Safety

# How do you create Psychological Safety for your team?

- Build trust with OPEN communication
  - Listen
  - Allow others to challenge status quo
  - Be inclusive of others regardless of rank or title
  - Be open to all points of view
- 
- DOES NOT mean you have to ACT on all ideas --- but be open to listening
  - You will get better **buy in** from employees who are listened to



# Fostering Psychological Safety in Injury Prevention

1. Open communication channels

2. Non-punitive reporting

3. Supportive leadership

4. Team collaboration

5. Learning culture

# SAFETY PYRAMID

It is far better to be reporting and learning from Near Misses, Minor Incidents and Hazards, where there is little or no loss, than to be reporting actual serious losses.





**See something.**  
**Say something.**



---

## Build a PS environment

- Psychological Safety is not the seed it is the SOIL – The environment in which you work



# 1 PSYCHOLOGICAL SAFETY

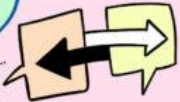
## HOW TO SAY IT

Amy Edmondson



"This is a new territory for us, so I am going to need everyone's input."

"There are many unknowns/things are changing fast/this is complex stuff. So we will make mistakes."



"Okay, that's one side. Let's hear some dissent / who's got something to add / let's have some give-and-take."

"What assumptions are we making? What else could this be / could we investigate / have we left out?"



"What are you up against? What help do you need? What's in your way?"



"If you've got something to add, just..."

(mention a few channels of communication, including ones suitable for difficult conversations)

"Thank you for that clear line of sight."



"Lucy, you look concerned."



"Gilles, you haven't said much."



"Adrian, what are you hearing in the warehouse / on the calls / on the road?"



"Did everything go as smoothly as you would have liked?"

What were the friction points?  
Are there systems we should retool?"



"I really appreciate you bringing this to me.  
I'm sure it wasn't easy."

Sketchnote: Tanmay Vora / @invora / QAspire.com

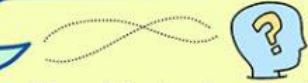
# 2 PSYCHOLOGICAL SAFETY

## HOW TO SAY IT WHEN YOU ARE NOT THE BOSS

Amy Edmondson



"I need help in figuring this out"



"Something has been troubling me. Do you have a few minutes to talk about it?"



"I've hit a roadblock / I've got to go back to square one."



"I don't feel right about this. Can we pause and take a closer look?"

"Our experiment didn't go as hoped."



"What's the best way to get an input?"

"Who should I approach?"



"Some of this is not good news. Is this an okay time to dig in?"



"I need another pair of eyes on this. Do you have time to look at it?"



"How much detail would you like to hear?"



"I've made a mistake and I wanted to let you know right away."



"I've mentioned the problem to the team and we've got some ideas."

"We've got some updates."

Sketchnote: Tanmay Vora / @invora / QAspire.com

<https://qaspire.com/conversations-that-build-psychological-safety/>



**CYBER ATTACK**

# SAFETY PYRAMID

It is far better to be reporting and learning from Near Misses, Minor Incidents and Hazards, where there is little or no loss, than to be reporting actual serious losses.

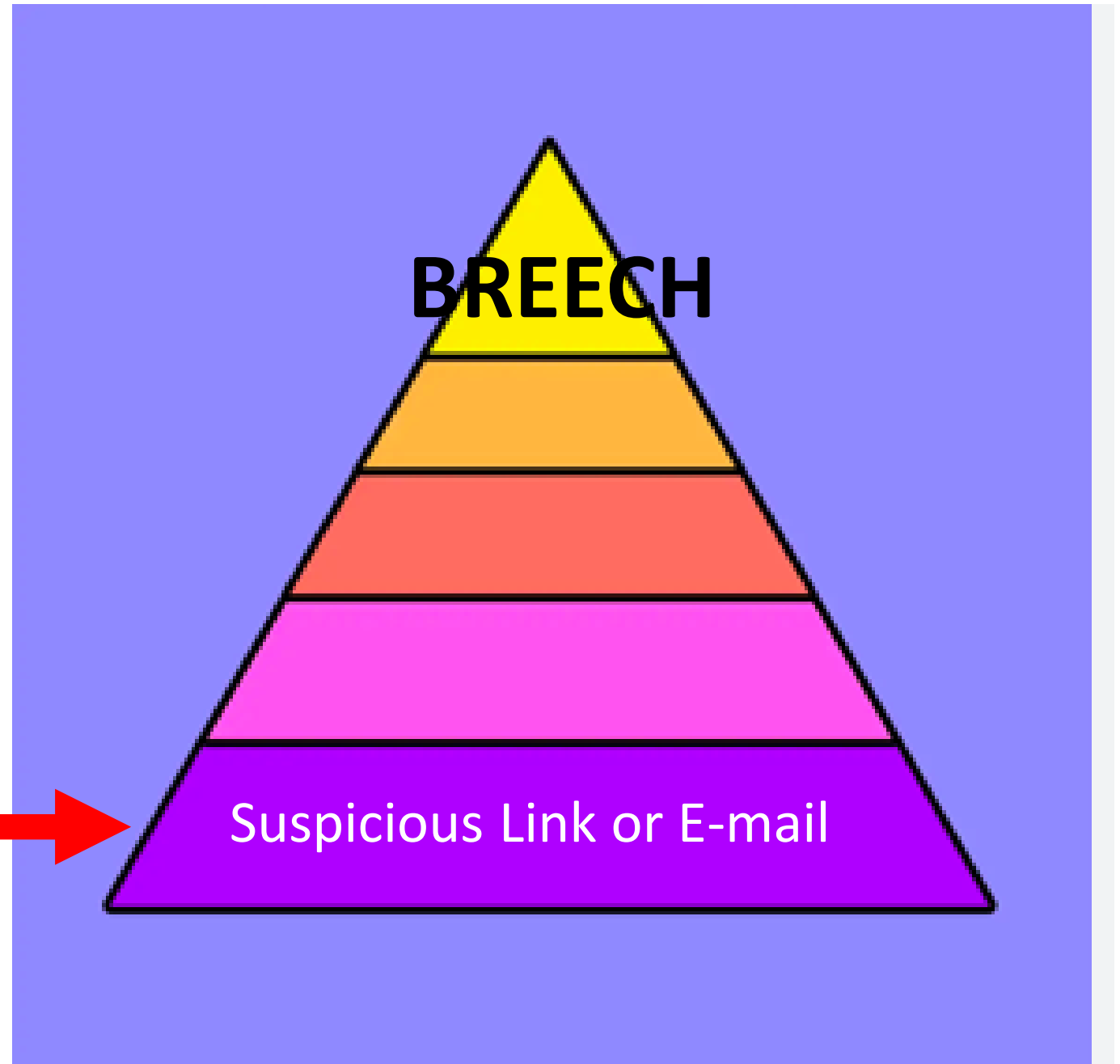


## SAFETY PYRAMID

It is far better to be reporting and learning from Near Misses, Minor Incidents and Hazards, where there is little or no loss, than to be reporting actual serious losses.



Psychological Safety





# PARTNERSHIP



Robert Grossman  
Black Diamond Leadership  
Psychological Safety Expert

- 3-month
- 6-month
- 12-month programs

**AWARE!**

**RECOVERY**



Ken Fanger  
On Technology Partners  
“Humanizing Cybersecurity”

## Humanizing Cybersecurity



**See something.**  
**Say something.**



## Mental Health Services

---

- On demand scheduling
- Licensed Psychologists
- Virtual Visits
- ALL household members
- Psychiatrist consults
- 24/7 coordination of services
- 24/7 telemedicine for general health included
- Health advocate included

**\$39.95**  
**per**  
**month**

# Just for you!



- Email me at [Shanna@workplacehealthinc.com](mailto:Shanna@workplacehealthinc.com)
- Put **PSYCHOLOGICAL SAFETY (or PS)** in the subject line
- Includes:
  - Reference list for Psychological Safety research –detailed ppt slides
  - The 5 things you can do right now to improve Psychological Safety at your workplace
  - 1 – 1 mentoring call with me to gain insights about your workplace



phone: 866-377-8144 | email: [shanna@workplacehealthinc.com](mailto:shanna@workplacehealthinc.com) | website: [workplacehealthinc.com](http://workplacehealthinc.com)



## QUESTIONS?



**Shanna S. Dunbar**  
[BSN RN COHN-S]

Certified Occupational  
Health Nurse

*Total Worker Health*® Facilitator

Email: [Shanna@WorkplaceHealthInc.com](mailto:Shanna@WorkplaceHealthInc.com)

Cell: (216) 329-9920 – accepting text and calls

<https://calendly.com/shanna-whi/10min>





Bureau of Workers'  
Compensation

Grants up to \$8200

Covers up to 100% of costs



## Transitional Work GRANTS

**Even if had previous  
TW grant in past!**

The maximum grant amounts are:

- 11-49 employees up to \$3,700
- 50-199 employees up to \$6,800
- 200+ employees up to \$8,200

# Providing Solutions

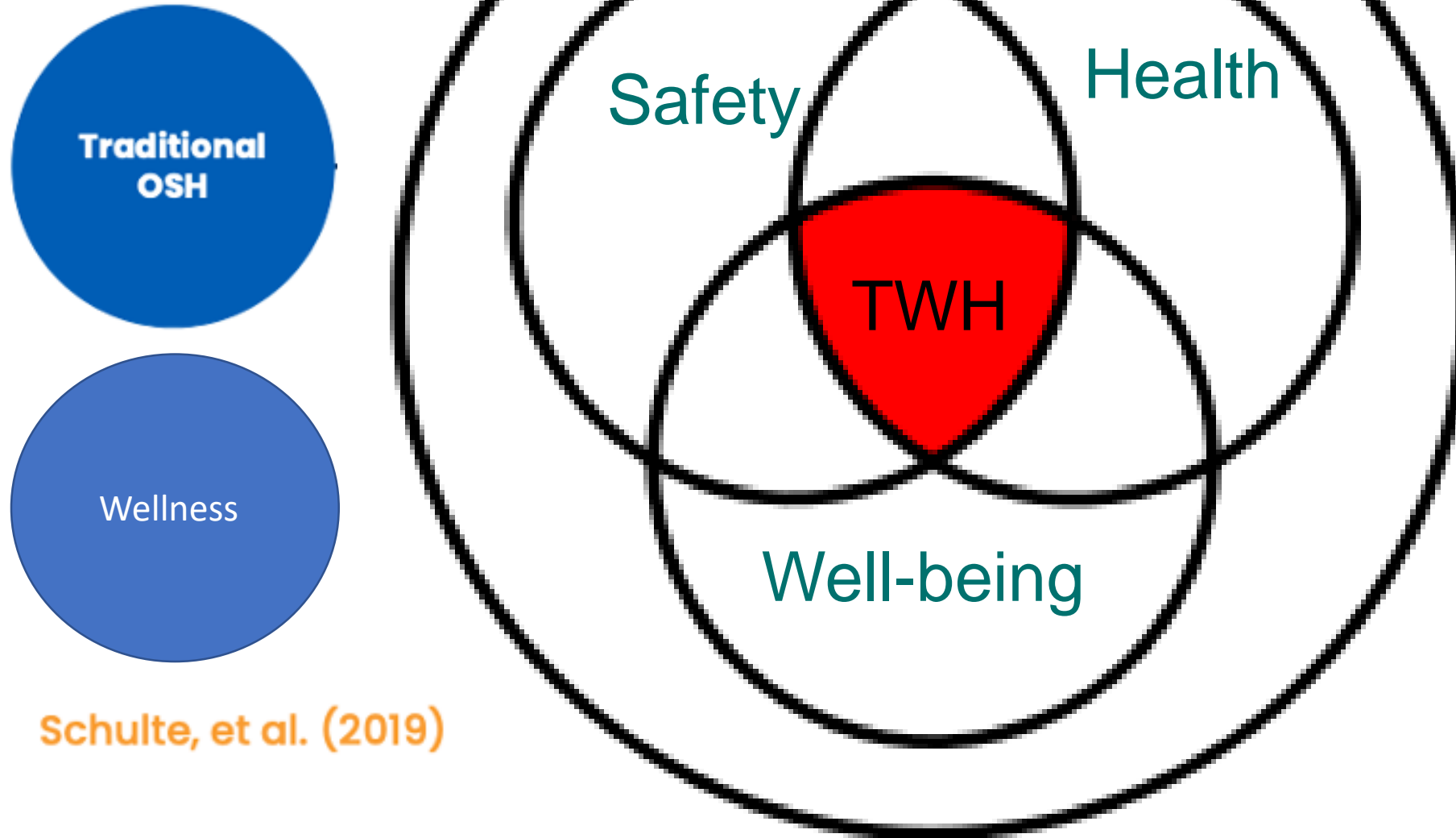
- **What story does your company tell??**



**See something.  
Say something.**



# *Total Worker Health<sup>®</sup>* Paradigm



Schulte, et al. (2019)

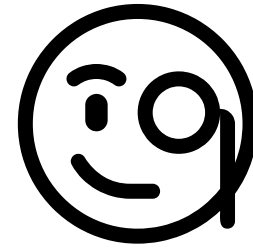


Create an environment where employees feel safe to express their thoughts, concerns, and ideas without fear of judgment or retribution





Assess your program.....



What's Missing?.....ADD IT

What's Messy? .....FIX IT

What's Misaligned? .... PIVOT IT

**See What *Total Worker Health*® can do for  
your company!**

**WHI**  
Improving Employee Health



**BE THE  
SUPERHERO  
FOR YOUR  
COMPANY!**

October 26-27, 2023



Ohio Association of Occupational Health Nurses  
128<sup>th</sup> State Conference  
**Be the Superhero for your Company:  
Prevent Injuries/Promote Health/Prepare the  
Workforce of the Future**  
Hilton Akron/Fairlawn  
[CLICK HERE](#)



**CLICK HERE  
to request  
TOOLKIT!**



**THANK YOU!**



**Shanna S. Dunbar**  
[BSN RN COHN-S]

Certified Occupational  
Health Nurse

*Total Worker Health®* Facilitator

Email: [Shanna@WorkplaceHealthInc.com](mailto:Shanna@WorkplaceHealthInc.com)

Cell: (216) 329-9920 – accepting text and calls

<https://calendly.com/shanna-whi/10min>