### **Six behaviours of psychologically safe leaders**

As a leader, cultivating a healthy work environment for your team falls on your shoulders. These six behaviours will help you demonstrate the importance of psychological safety:

1. **Set the stage:**First and foremost, acknowledge your own mistakes. Fallibility isn’t a crime and showing your team that it’s okay to be vulnerable will encourage them to be transparent with their mistakes too.
2. **Frame the work as a learning process:**There is a lot of uncertainty in health care. We must rely on each other and be open and responsive to feedback.
3. **Establish norms:**Make behavioural norms explicit and develop clear roles and processes, especially with new team members. Ask and respect how your employees prefer to communicate and receive feedback.
4. **Model curiosity:** Ask questions, and express genuine interest in the answers. Reinforce those who ask questions by thanking them and encouraging participation. Try to approach conflict through a lens of curiosity, rather than confrontation. For instance, if one of your team members is struggling to complete a project, say: “Oh, I see you missed your deadline for this, what can we do to get you back on track?”
5. **Use strengths-based approach:** Ask your team: What can we count on each other for? A person might think that one of their strengths is something that everyone has or might not even be aware that it is a strength. Help each member understand what they bring to the team.
6. **Take care of each other:**Check in on teammates, even if that just means being aware if they need space to take care of their own needs. Also, assume positive intent. If one of your team members seems distracted, give them an opportunity to explain themselves.

Source: <https://accelerate.uofuhealth.utah.edu/improvement/psychological-safety-for-teams>