

# Michelle Kempskie Consulting

Organizational Psychology

## Motivate Employees with Psychological Safety

4 Questions and 3 Actions

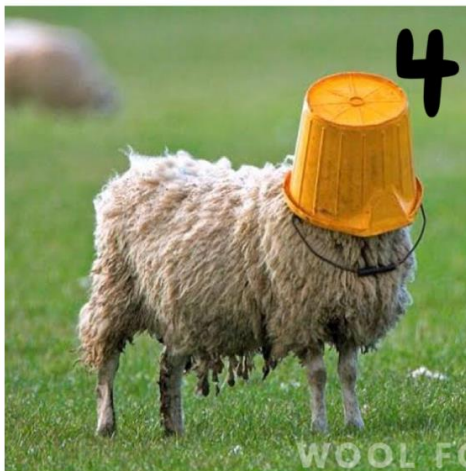
February 21, 2024



*Helping Teams Reinvent for Success*

Check-in - use Chat

On this sheep-scale:  
How's your day going?



# Agenda

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Brief theory

4 questions

3 actions

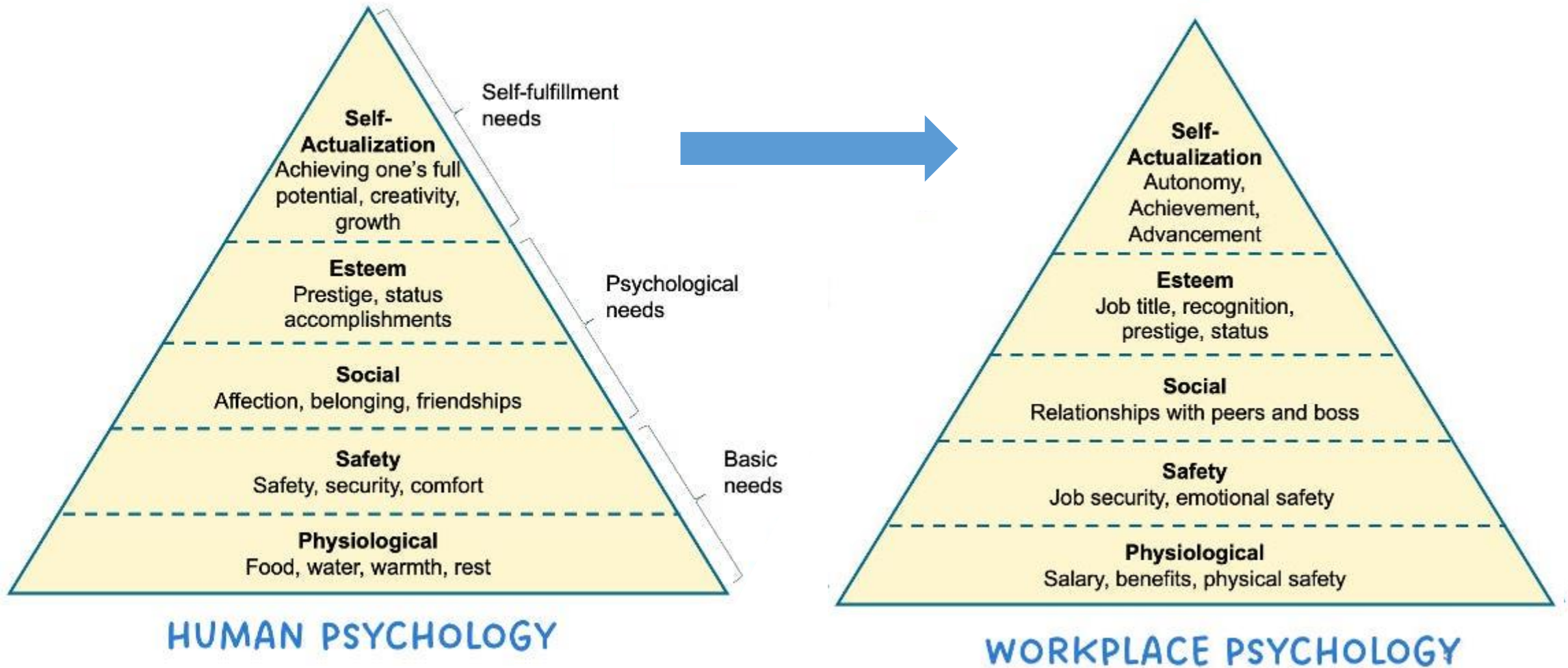


# Employee motivation –theory

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# Maslow's Hierarchy at Work

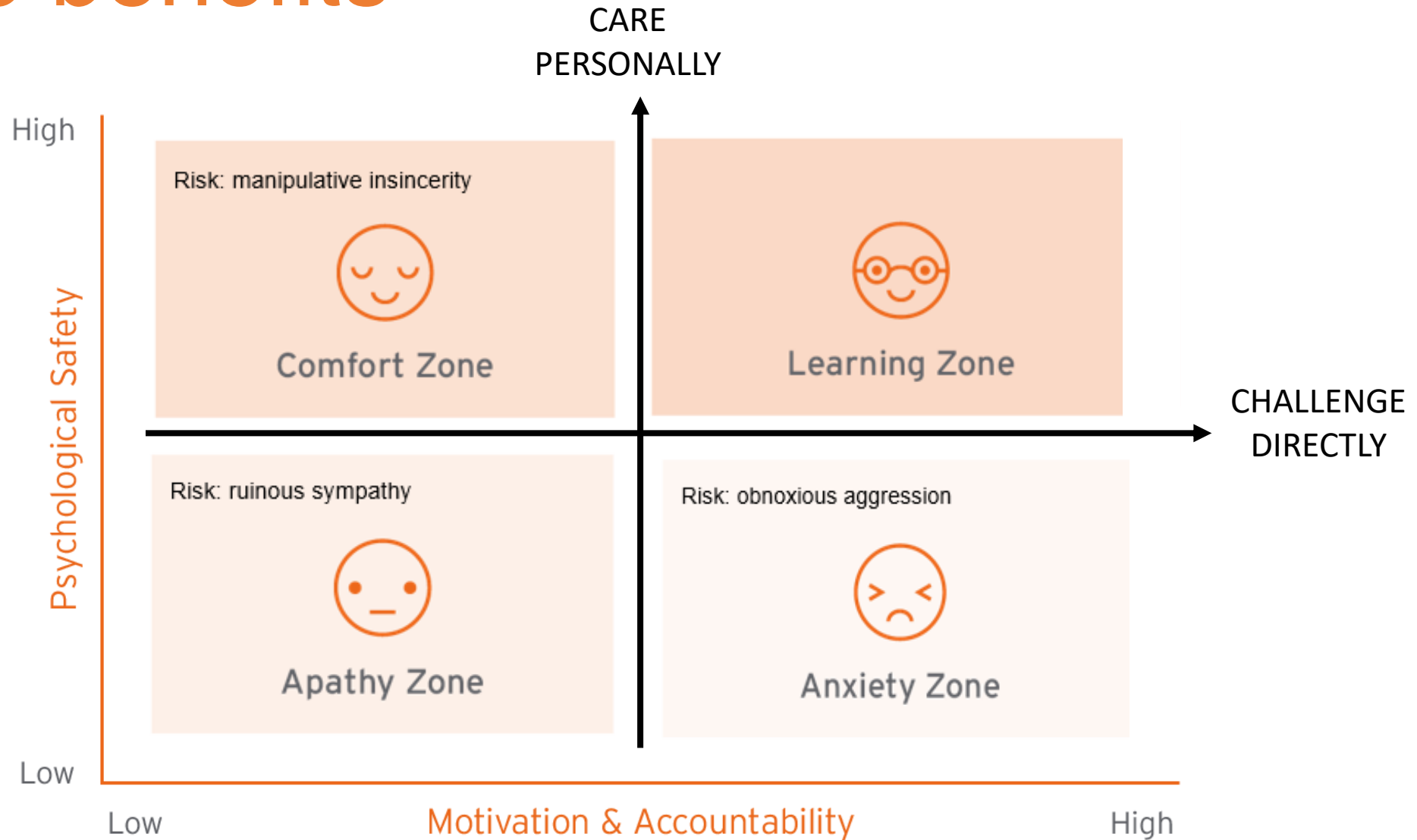


# The definition

## Psychological safety

a belief that one will not be punished or humiliated for speaking up with ideas, questions, concerns or mistakes

# The benefits



# The benefits

## Feeling good and reaching high performance

Creativity and innovation

Collaboration and support

Transparent communication; encourages speaking up

Career meaning for employees

### Committed and motivated employees

Motivational shift from individual to group

Engaged and inquisitive discussions

Productive conflict





# Making it Happen

**4 Questions** for your team  
**3 Actions** for you as a leader



# 4 Questions ... think about your team



## Question #1

What happens  
when I ask for  
help?

Motivated  
employees feel  
supported and  
empowered



## Question #2

How do we talk  
about failure?

Motivated  
employees are  
always learning –  
both success and  
failure are learning  
opportunities

# Reflection questions:

Does your manager admit their mistakes?

... do you? 😊







## Question #3

Who talks most  
during meetings?

Motivated  
employees feel  
included - diversity  
of thought fuels  
innovation  
(and **profits**) ...

## Question #4

What are the hardest things to talk about on the team?

Motivated employees benefit from open conversation

# Four domains to measure PS

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## Willingness to Help



Teams become unsafe when people are not able to help each other or feel appreciated by team members

## Inclusion and Diversity



When team members feel included, they are more inclined to speak up, contribute, and add to the group

## Attitude to Risk and Failure



Teams that hold mistakes against each other risk a lack of control and forward momentum

## Open Conversation



A team that has open and candid conversation is able to tackle hard problems better



# Making it Happen

**4 Questions** for your team  
**3 Actions** for you as a leader



3 Actions ... think about yourself as a  
people leader





Action #1

Set the Stage

Motivated  
employees know  
the 'why'



Action #2

Invite Participation

Motivated  
employees are  
organically  
included

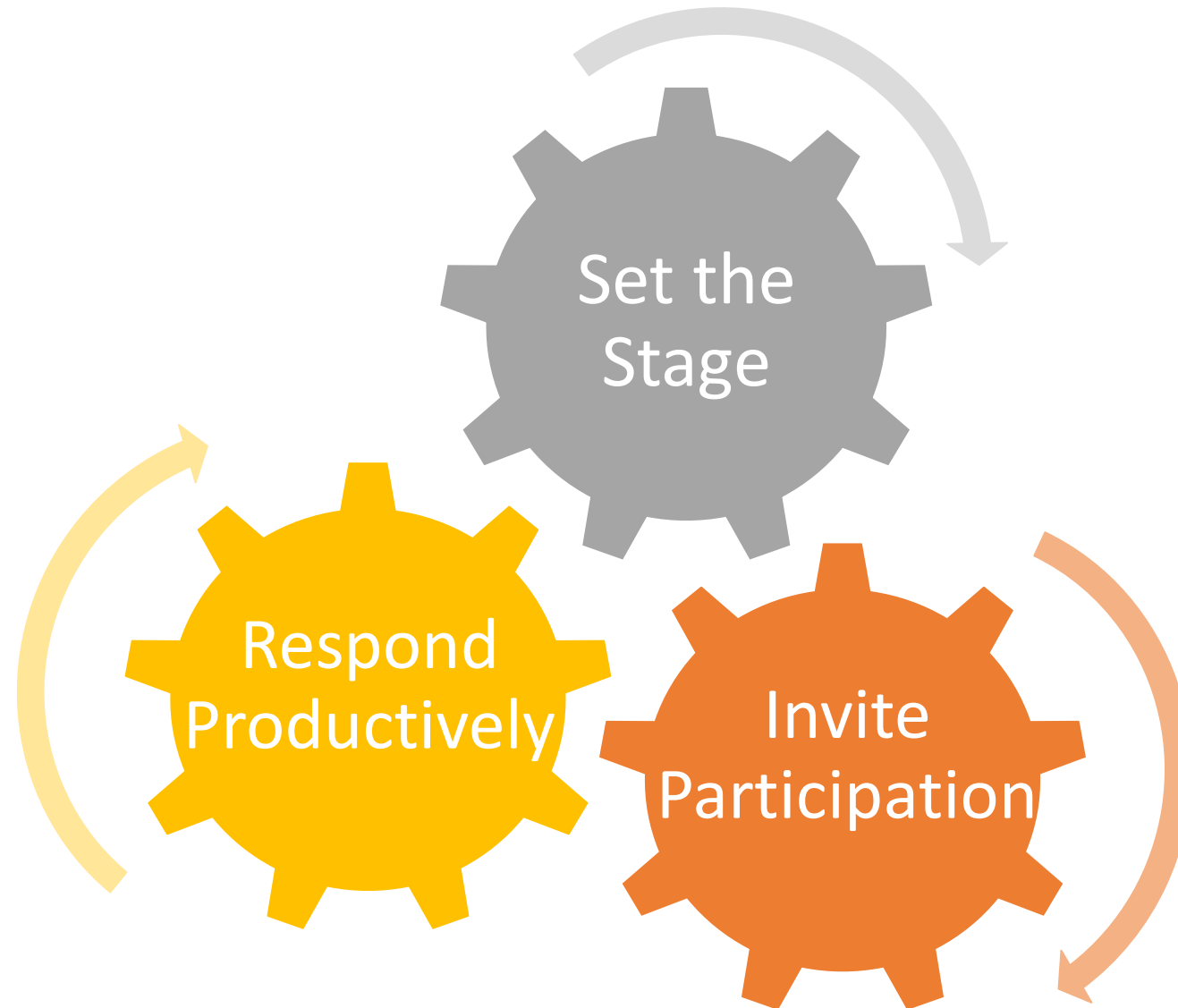


Action #3

Respond  
Productively

Motivated  
employees are  
mentored and  
coached

# Three cycling actions to foster PS



# Recap: Motivating employees with PS



## 4 Questions:

- What happens when I ask for help?
- How do we talk about failure?
- Who talks most during meetings?
- What are the hardest things to talk about on the team?

## 3 Actions:

- Set the stage
- Invite participation
- Respond properly





# Thank you!

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