

Unlocking Your Team's Full Capabilities: Psychological Safety



Inclusion · Open Communication · Contribution · Motivation · Confidence · Maximized Creativity

PROGRAM OVERVIEW

Psychological safety is recognized as a key differentiator in successful team performance. The challenge of leadership is how to foster that safety in their teams while also delivering against high (and frequently increasing) expectations. In this two-hour program we will briefly review the research to establish credibility, then quickly move to an experiential exercise where participants experience the presence and absence of psychological safety.

From that awareness and experience, we discuss how to create psychological safety and enable high performance. The lessons learned or confirmed in this module can be immediately applied to subsequent sessions, to daily work, and even personal relationships. This topic is even more critical now as the conversations we need for teams to be highly effective are fraught with risk, especially if psychological safety has not been adequately established.

KEY TAKEAWAYS

- Understand the critical importance of psychological safety on team performance
- Experience the presence and absence of psychological safety
- Identify the symptoms and practices of unsafe team environments
- Recognize the leaders' role in creating the environment in which their team(s) operate
- Use techniques and tactics to build psychological safety one-on-one and in groups
- Outline actions to simultaneously increase safety and reinforce high performance

DATE: Tuesday, May 4, 2021

TIME REQUIREMENT: 9:00-11:00 AM PST One two-hour module

LOCATION: ONLINE LIVE

PROGRAM COST: \$450

WEB PAGE: www.marshall.usc.edu/psychologicalsafety

WHO SHOULD ATTEND

Anyone who has responsibility for, or aspires to, leading people and teams. The content is appropriate for chief executives as well as early-career managers. The techniques and practices are applicable to any leader who wants the best from their people, and accurate information to make informed decisions.

FACULTY

Kenneth Perlman, MBA, Adjunct Professor of Management and Organization, USC Marshall School of Business

Ken Perlman is career consultant, facilitator and speaker with 25 years' experience working with executives and teams at Fortune 500 companies. Ken has built his expertise in leadership, change, program management, communications, culture change, organization design, business process excellence and technology adoption. Ken is an adjunct professor and alum of University of Southern California Marshall Graduate School of Business. Ken's industry experience spans Healthcare, High Tech, Consumer Products, Entertainment, Financial Services, Manufacturing, and Public Sector.



PROFESSOR INSIGHT

“High performance in teams is not an accident. We will experience the key differentiators needed to establish a high performing team. The practices enable greater contribution, information flow, collaboration, clarity and standards. If you are responsible for teams that need to deliver results, this course is a valuable use of your time.”

– Professor Ken Perlman

FACULTY ARTICLES

Feedback in the Time of Now

Ken Perlman

CultureSync, July 10, 2020

<https://culturesync.net/feedback-in-the-time-of-now/>

Reflections from a White Guy on a DEI Panel

Ken Perlman

CultureSync, August 7, 2020

<https://culturesync.net/reflections-from-a-white-guy-on-a-dei-panel/>

RESEARCH ARTICLES

Teamwork on the Fly: How to master the new art of teaming

Amy C. Edmondson

Harvard Business Review, Crisis Management, April 2012

<https://hbr.org/2012/04/teamwork-on-the-fly-2>

What Google Learned From Its Quest to Build the Perfect Team

New research reveals surprising truths about why some work groups thrive and others falter.

Charles Duhigg

The New York Times Magazine, February 25, 2016

<https://www.nytimes.com/2016/02/28/magazine/what-google-learned-from-its-quest-to-build-the-perfect-team.html>