



The Leadership Advantage

Psychological Safety in Action

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Welcome

This session explores how leadership behaviors influence psychological safety and respect in the workplace.

Participants will learn why psychological safety matters, how leaders' actions shape and create a positive culture where people feel safe to speak up and perform at their best.

Participants will gain insight into how respect shows up in everyday interactions and how leadership behaviors impact the workforce.



Psychological Health

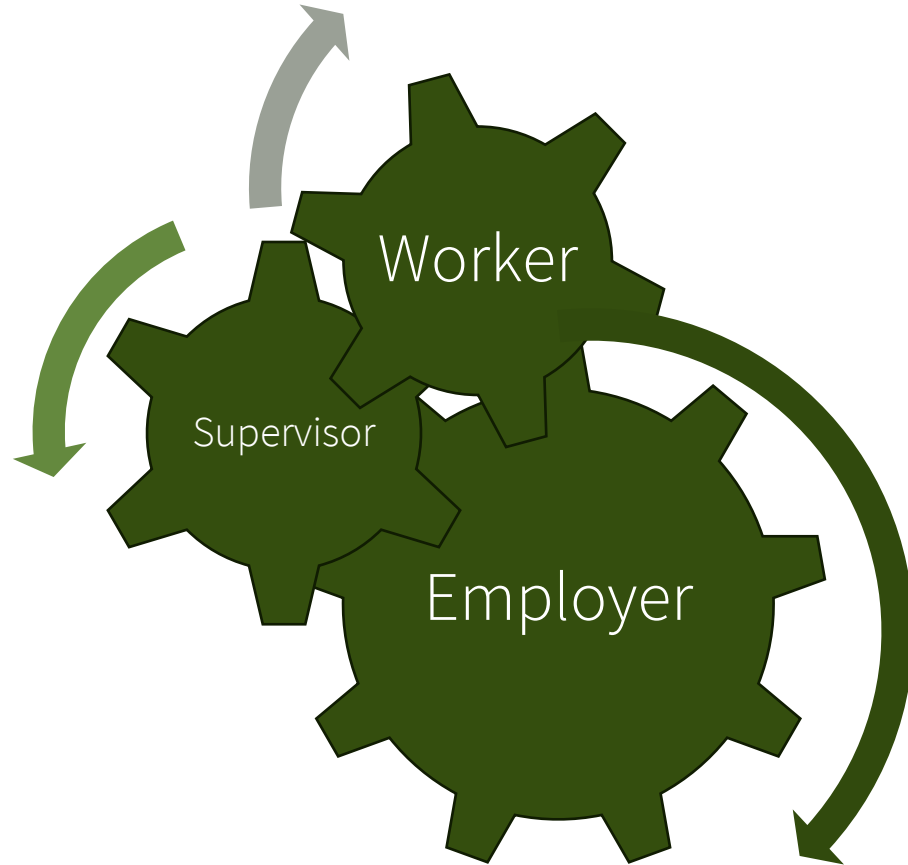
Ability to think, feel and act in ways that support effective functioning at work, in personal life and in society



Psychological Safety

Protecting employees from harm to their psychological well-being by taking reasonable, employer-controlled precautions in the workplace

Why does it matter?



We ALL have a role to play

Supports

- Recruitment and Retention while reducing turnover
- Productivity
- Risk Management
- Absenteeism
 - 500,000 people miss work each week
- Prevention or limits disability claims
 - \$51 billion
 - \$20 billion attributed to work related causes
 - Burnout costs \$5,500 - \$28,500 / employee / year
 - Prevention = 30% reduction



Psychological Safety Standard CSA-Z1003-13





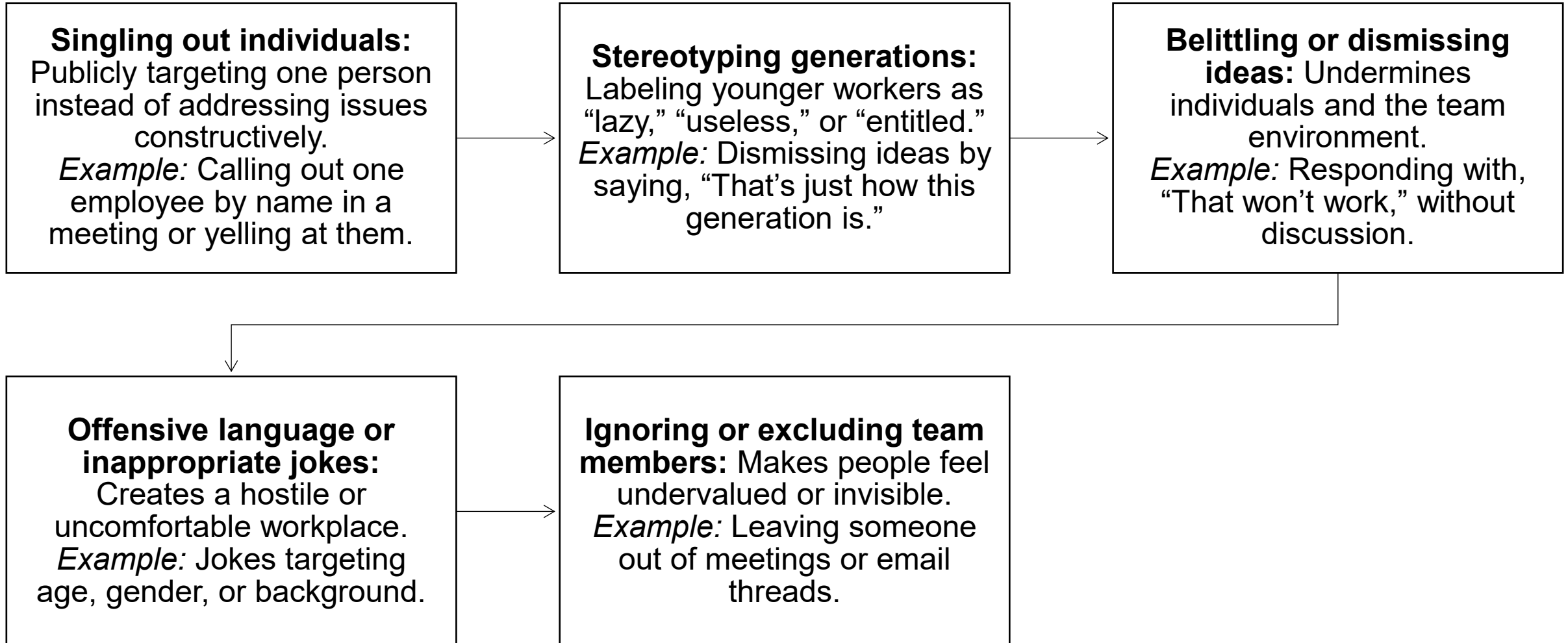
Respectful Workplace

A respectful workplace is synonymous with psychological safety in practice as it creates the conditions for a psychologically safe work environment.

Valuing others' skills, perspectives and contributions while treating everyone with dignity and courtesy



What can be perceived as disrespectful behavior at work?



Respectful Alternatives



Instead of yelling:

Speak calmly and address concerns privately.

Example: “Let’s talk about what happened and how we can prevent it next time.”

Instead of stereotyping generations:

Value individual strengths and ideas.

Example: “That’s an interesting perspective—tell me more.”

Instead of dismissing ideas:

Ask questions and provide constructive feedback.

Example: “What challenges do you see, and how could we address them?”

Instead of offensive language or jokes:

Use inclusive, professional language.

Example: Keep humour respectful and appropriate for everyone.

Instead of excluding others:

Be intentional about inclusion.

Example: Invite all relevant team members to meetings and discussions.

Respectful behaviour is a choice, and it directly supports collaboration, safety and performance.



What does Respectful Workplace mean to you?

Respectful



Communication and Respect

- I speak to others with courtesy, even when I disagree.
- I avoid sarcasm, ridicule, or dismissive language.
- I address concerns directly and professionally rather than through gossip.
- I consider how my words and tone may be received by others.



Listening and Inclusion

- I listen without interrupting.
- I seek to understand perspectives different from my own.
- I make space for others to contribute, including quieter voices.
- I acknowledge ideas and contributions from peers.



Supporting Psychological Safety

- I encourage questions and curiosity.
- I respond constructively when others raise concerns or admit mistakes.
- I avoid blaming or shaming when things go wrong.
- I normalize learning and improvement over perfection.



Accountability and Self-Awareness

- I take responsibility for my actions and words.
- I apologize when I cause harm, even if it was unintentional.
- I reflect on feedback instead of becoming defensive.
- I adjust my behavior when I learn it has had a negative impact.



Respecting Differences and Fairness

- I respect differences in background, identity, and experience.
- I avoid assumptions or stereotypes.
- I treat others equitably and consistently.
- I challenge disrespectful behavior when it is safe to do so.



Constructive Feedback and Collaboration

- I give feedback focused on behavior and impact, not personal traits.
- I offer feedback with the intention to support improvement.
- I receive feedback with openness and curiosity.
- I collaborate respectfully, even under pressure.



Leadership Actions influence culture

Actions & Behaviors

- Compassion/empathy you show; clear expectations you deliver
- Behaviors you demonstrate and tolerate

Verbal (10%)

- How you speak/interact with team members (it impacts them)

Paraverbal (30-38%)

- Tone, pitch, volume, clarity, speed

Nonverbal (body language) (60-65%)

- Eye contact or gaze, facial expressions, posture, gestures



Leadership Actions



Is PH&S discussed at meetings?



Do you encourage/model respectful behaviour?



Are you supportive (clear expectations, managing workloads, promoting work-life balance)?



Do you recognize employee contributions?



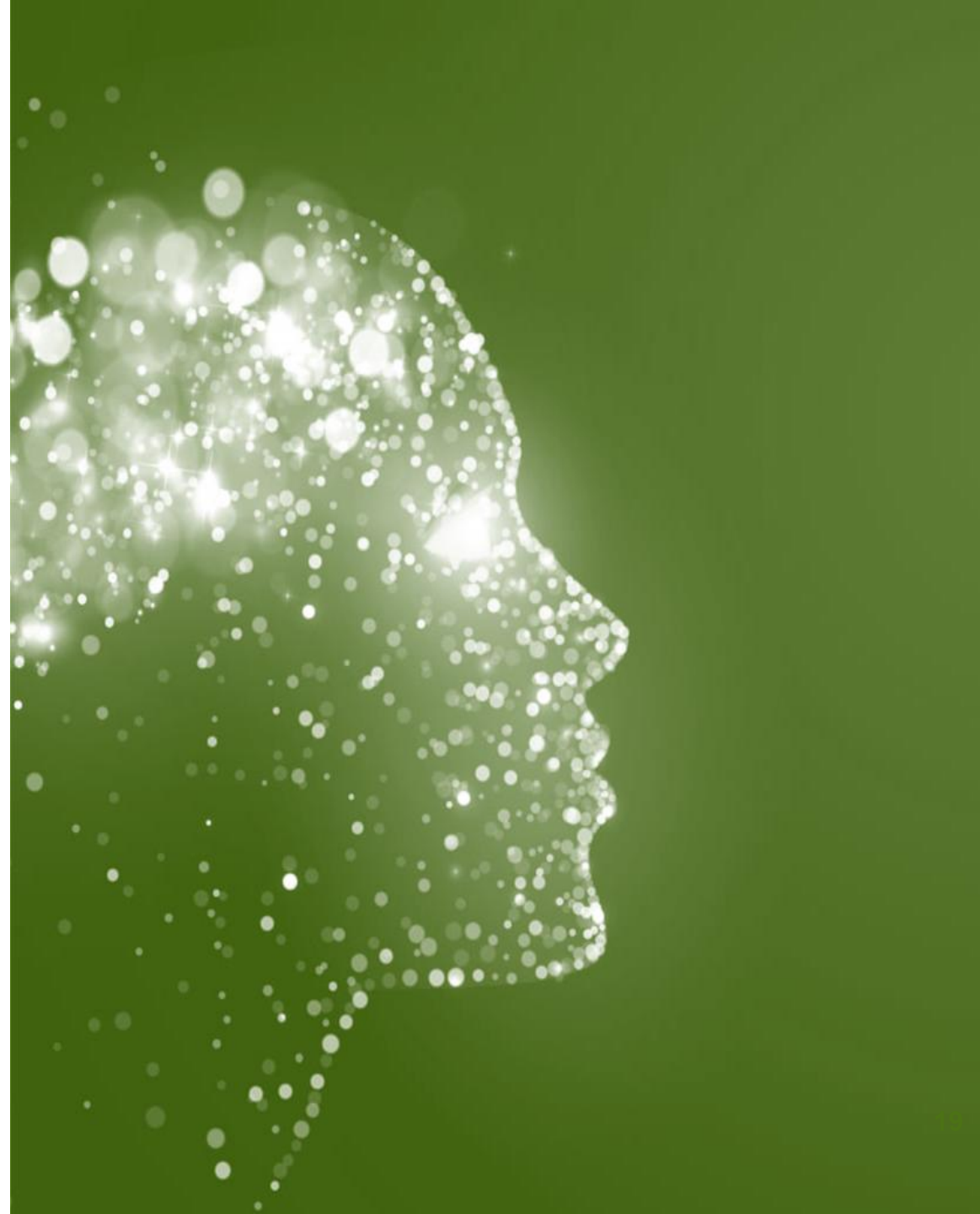
Do you ensure direct reports receive training and know of available resources, pertaining to a respectful workplace?



Do you support participation in decision making?

Call to Action

- Think about one strength that you bring to a respectful workplace
- One behavior I want to improve or be more mindful
- One concrete action I will take to strengthen respect and psychological safety
- Take two minutes and share it with the person beside you.





Thank you

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