



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[®] **Strategist**



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[BSN RN COHN-S]

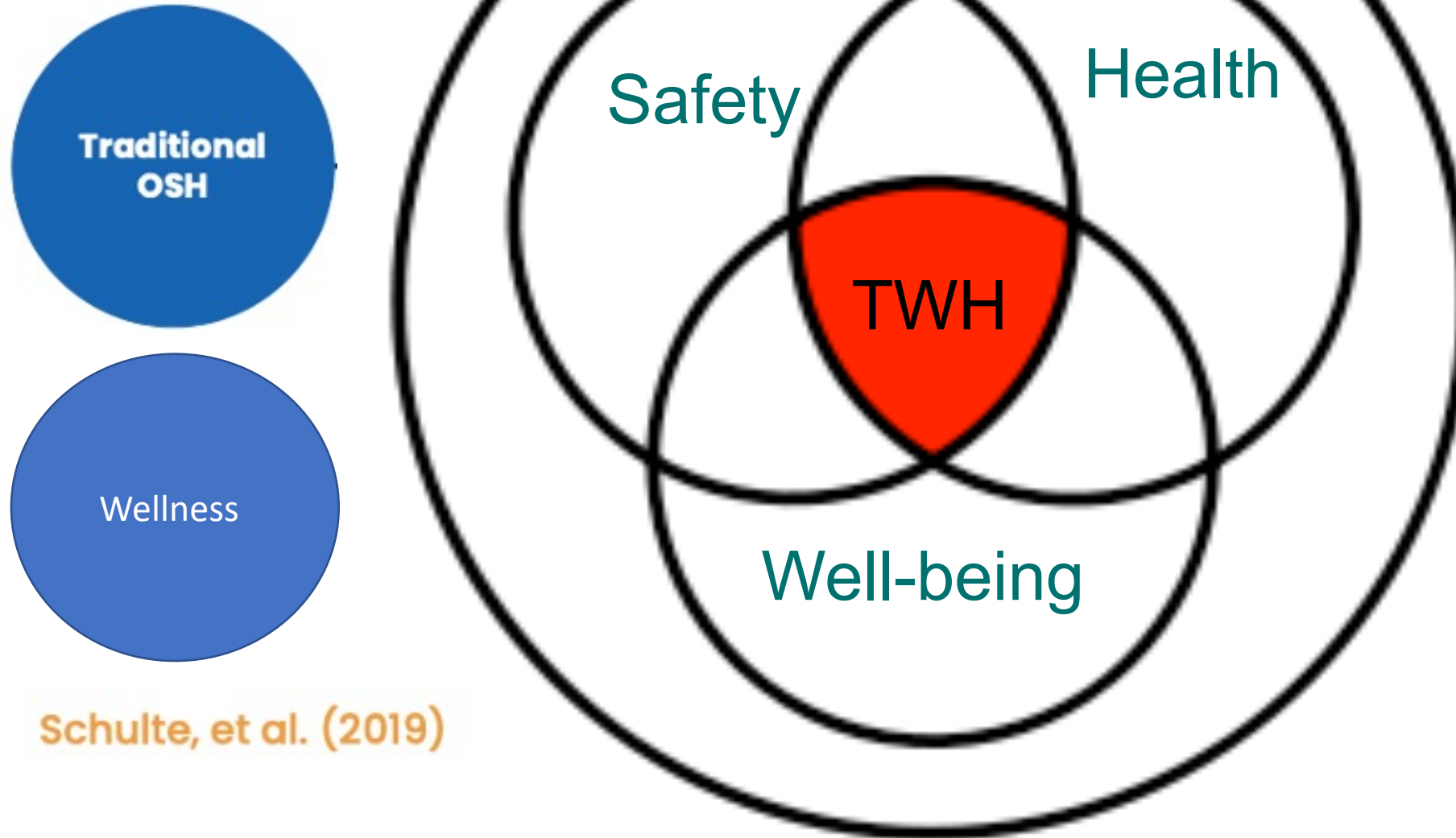
Certified Occupational
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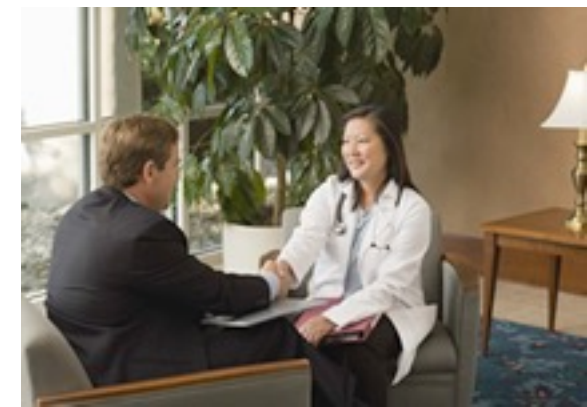


**Occupational
Health Nurse**

Total Worker Health[®] 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

Just for you!



- Email me at 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 | website: workplacehealthinc.com

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

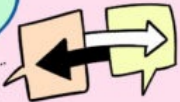
HOW TO SAY IT

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."

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

Sketchnote: Tanmay Vora / @invora / QAspire.com



1 IN 5

PEOPLE ARE STRUGGLING
WITH MENTAL ILLNESS.



TWO-THIRDS
DON'T GET THE
TREATMENT
THEY NEED

REASONS FOR LACK OF TREATMENT:



NEGLECT



STIGMA



COST



WAIT TIMES



LACK OF ACCESS

75%

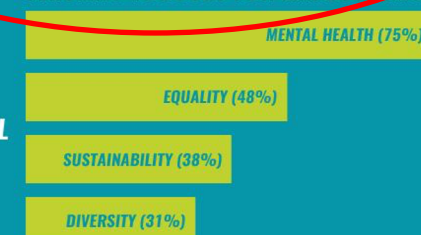
REPORT THAT THEIR WORKPLACE
DOES NOT HAVE
AN OVERALL WORKPLACE
MENTAL HEALTH STRATEGY

TO HELP THEM WITH
THEIR DEPRESSION, STRESS,
AND ANXIETY AT WORK.



THREE-QUARTERS
OF WORKERS SAY
THEY WANT THEIR
EMPLOYERS TO
CHAMPION MENTAL
HEALTH AND
WELL-BEING IN
THE WORKPLACE.

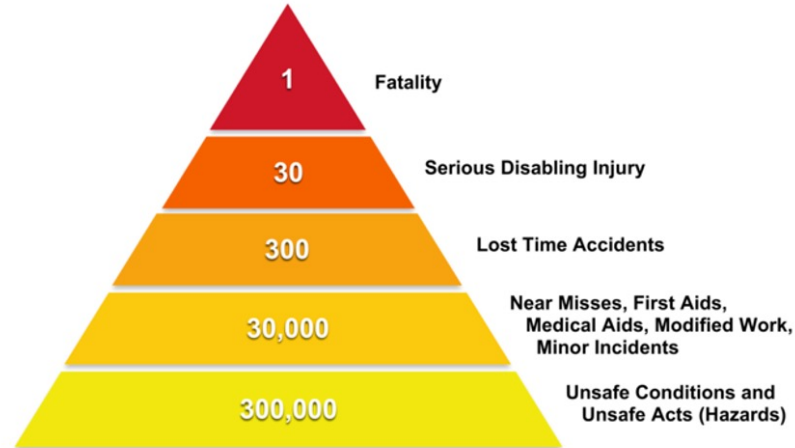
PRIORITY FOCUSES FOR EMPLOYEE INITIATIVES



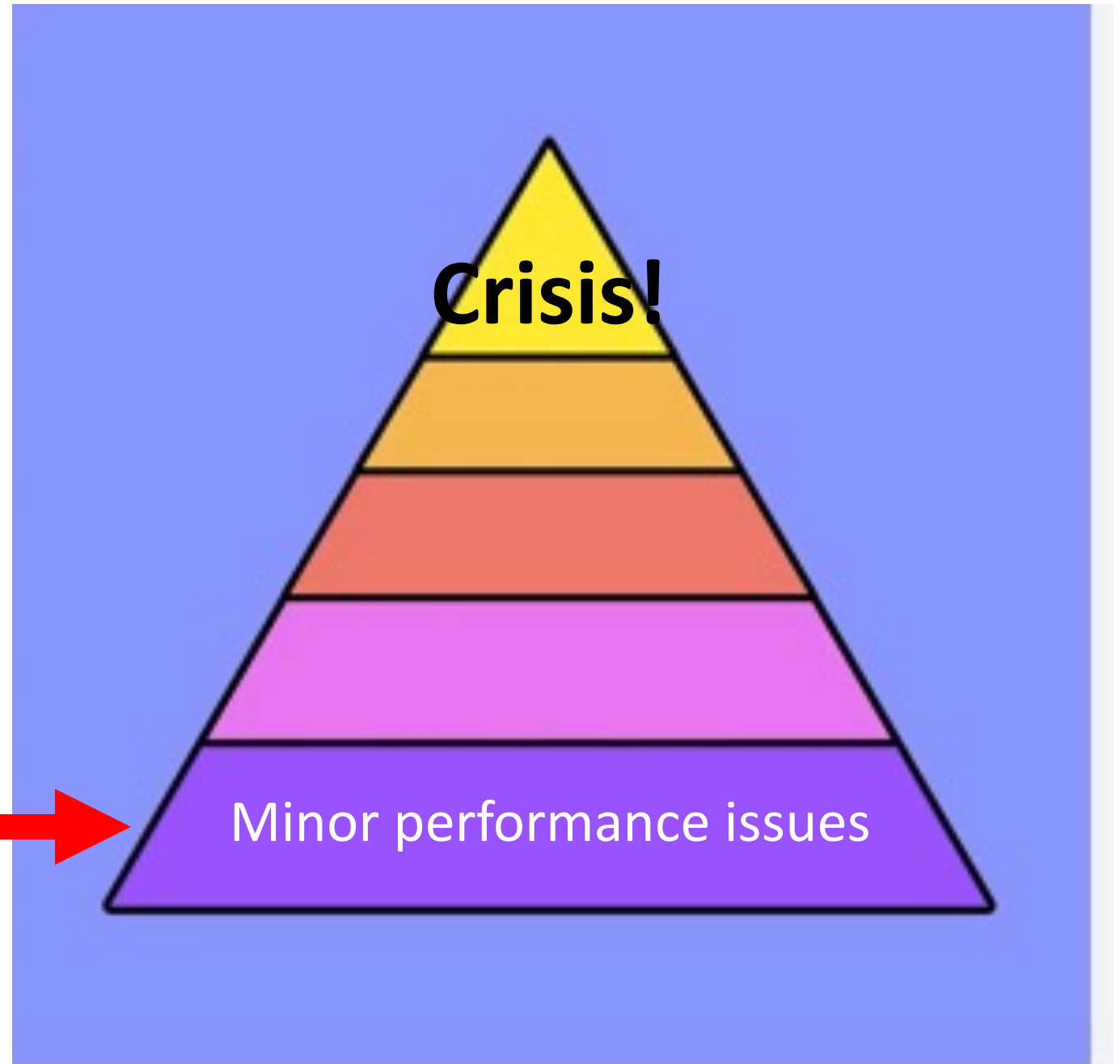
(MORE THAN ANY OTHER EMPLOYEE INITIATIVES)

SAFETY PYRAMID

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Mental Health in
the workplace



Employee Assistance Program



What is...

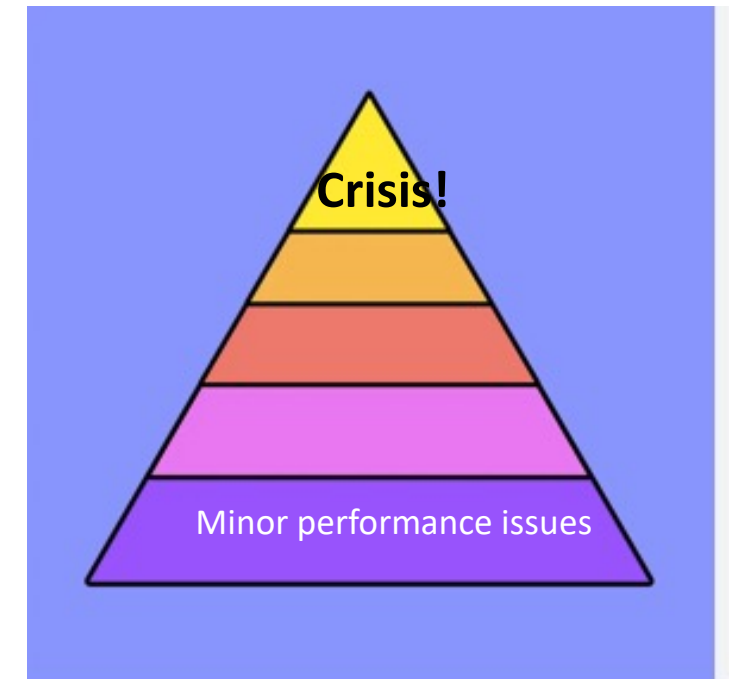
Working

and

Not Working



- Limited Scope
- Most employees needing counseling referrals
- Taking 45-60 days for an appointment
- High copays with insurance
- Low utilization



Providing Solutions!

Virtual Mental Health Services

- On demand scheduling
- Licensed Psychologists
- Unlimited 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

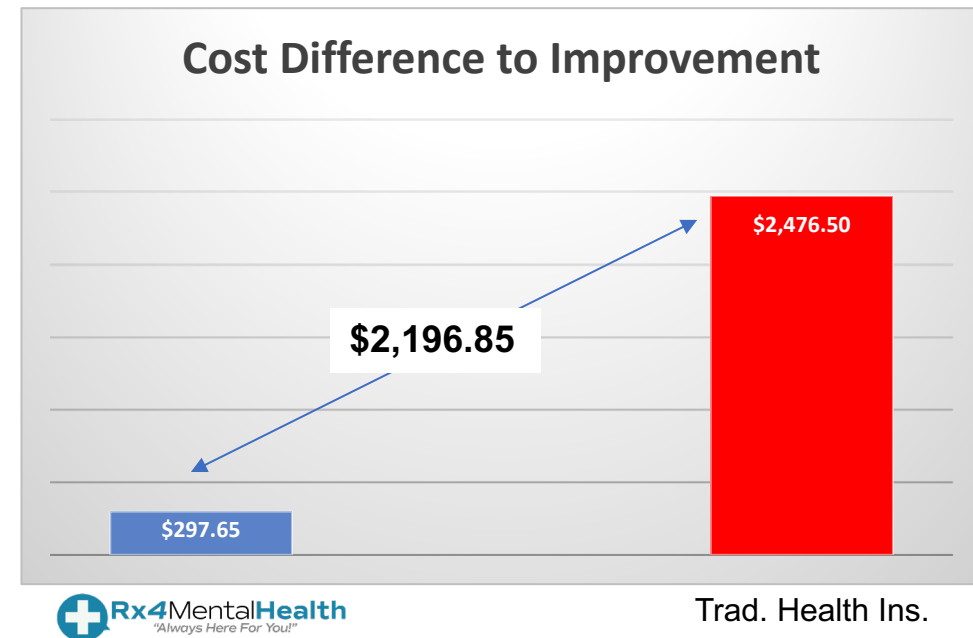
Cost of Mental Health Care to Improvement

*“...between 57.6% and 67.2% of patients improve within an average of 12.7 sessions.”**

Assume one session every 2 weeks
Traditional costs 12.7 sessions x \$195 /
session = **\$2,476.50**

Rx4mentalHealth at \$39.95 / month.
12.7 sessions at every 2 wks. = ~7 mos. x
\$39.95 = **\$297.65**

A Savings of \$2,196.85!*



* Hansen, N. B., Lambert, M. J., & Forman, E. M. (2002). The psychotherapy dose-response effect and its implications for treatment delivery services. *Clinical Psychology: Science and Practice*, 9(3), 329–343. <https://doi.org/10.1093/clipsy.9.3.329>



EMPLOYERS ~ Join us for the upcoming webinar:
Addressing Mental Health in the Workplace – An easier solution!

Date: March 1, 2024

Time: 12 noon Eastern

Contact Shanna@Workplacehealthinc.com to register

- **Happier, More Productive Employees**
- **Improved Bottom Line**
- **Proven, Positive ROI**



All With NO CLAIMS to Your Healthcare!

Employers WIN When Employees Are Mentally Healthy

Just for you!



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**CLICK HERE
to request
TOOLKIT!**



QUESTIONS?



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Bureau of Workers'
Compensation

Grants up to \$8200
Covers up to 100% of costs



**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.**



Assess your program.....

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

What's Messy?FIX IT

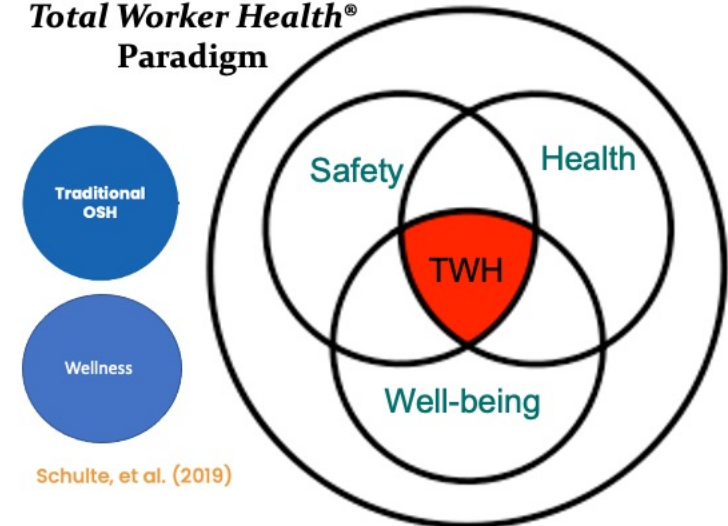
What's Misaligned? PIVOT IT

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

WHI
Improving Employee Health



Total Worker Health®
Paradigm







**CLICK HERE
to request
TOOLKIT!**



THANK YOU!



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