



Level One Episode Guide

EPISODE 1: The Twisted Tale of Psychological Safety

Creating a world of work where people discover their significance and purpose

"Rocco wanted to create the same environment, to get players to be the best versions of themselves. There's a lot of transparency in the clubhouse, to where he's found a way to be over-communicative. That is the way he leans on his coaching staff. With Rocco, it's never about him. He arrives at the best possible conclusions for our team by talking to the pitching coach, the hitting coach, the strength and conditioning coach, the trainers, everyone. It creates a psychologically safe environment in which to share ideas."

- MN Twins Chief Baseball Officer, Derek Falvey

1 Validation

Recognizing and affirming that a person, their feelings or opinions are significant or worthwhile

"You matter as a person"

"You belong here"

"We value you for who you are"

2 Acknowledgment

A positive reinforcement that what you're doing matters

"What you just did, that worked, do it again"

3 Reassurance

Communicating the message and creating a roadmap to help remove doubts and fears

"What you're doing is part of the plan for where we're going"

In your own words, how do you define psychological safety?

How do you know, for yourself, when you're in a psychologically safe environment?

What do you notice? What comes up for you?

How do you work toward creating a psychologically safe environment for others?

What have you done that worked well?

What stories do you tell yourself when you aren't sure of the roadmap? How might these stories get in your way? Who do you need to talk with?