

CLARIFY



ENERGISE



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Further Reading - Psychological Safety, 'The Fearless Organisation' (extract) – Amy Edmundson

'In a psychologically safe workplace, people are not hindered by interpersonal fear. They feel willing and able to take the inherent interpersonal risks of candour. They fear holding-back their full participation more than they fear sharing a potentially sensitive, threatening or wrong idea. The fearless organisation is one in which interpersonal fear is minimized so that team and organizational performance can be maximized.'

Psychological Safety

- A climate in which people are comfortable expressing and being themselves; they feel comfortable sharing concerns or mistakes without fear or embarrassment or retribution. They are confident that they can speak-up and won't be humiliated, ignored or blamed. They know they can ask questions when they are unsure of something. They tend to trust and respect their colleagues.

Psychological Safety Survey

1. If you make a mistake on this team it is often held against you.

Strongly Disagree Disagree neither agree
Nor disagree Agree Strongly Agree

2. Members of this team are able to bring up problems and tough issues.

Strongly Disagree Disagree neither agree
Nor disagree Agree Strongly Agree

3. People on this team sometimes reject others for being different.

Strongly Disagree Disagree neither agree
Nor disagree Agree Strongly Agree

4. It is safe to take a risk on this team.

Strongly Disagree Disagree neither agree
Nor disagree Agree Strongly Agree

5. It is difficult to ask other members of this team for help.

Strongly Disagree Disagree neither agree
Nor disagree Agree Strongly Agree

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6. No one on this team would deliberately act in a way that undermines my efforts.

Strongly Disagree

Disagree

neither agree
Nor disagree

Agree

Strongly Agree

7. Working with members of this team my unique skills and talents are valued and utilized.

Strongly Disagree

Disagree

neither agree
Nor disagree

Agree

Strongly Agree

'Today's leaders must motivate people to do their very best work by inspiring them, coaching them, providing feedback, and making excellence a rewarding experience... making the environment safe for open communication about challenges, concerns and opportunities is one of the most important leadership responsibilities in the 21st Century.'

- Amy Edmundson