



Diversity Culture

How to bring Psychological Safety to the Workplace

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terryberry
Engage · Reward · Succeed

Presenter

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Key Topics

1. DEI + psychological safety explained
2. Benefits of psychological safety
3. How to damage psychological safety
4. How to create psychological safety
5. How to fight implicit bias during the interview stage



What is DEI?

- D&I – Diversity and inclusion
- DIB – Diversity, inclusion, and belonging
- DEB – Diversity, equity, and belonging

What is DEI?

- Diversity
- Equity
- Inclusion
- Belonging

What is Psychological Safety?

A shared belief held by members of a team that it's safe to

- Take risks
- Express ideas and concerns
- Speak up with questions
- Admit mistakes

Only
26%


Only 26% of leaders create psychological safety for their teams

The 4 Layers of Psychological Safety



POLL #1

What level of psychological safety reflects your organizational culture?

1. **Inclusion Safety** – Where employees feel valued, treated fairly, and feel like they belong.
 2. **Learner Safety** – Where employees feel safe to ask questions, experiment, and learn from mistakes without punishment.
 3. **Collaborator Safety** – Where employees feel safe to engage in an unconstrained way, maintain open dialogue, and foster constructive debate.
 4. **Challenger Safety** – Where employees feel safe to challenge the status quo, expose problems, and express ideas.
 5. **NONE** – Our organization has work to do on this.
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Benefits of Having Diverse Teams that Feel Psychologically Safe

1. Better Business Outcomes
2. Higher Employee Retention
3. More Innovation
4. Demonstrates Authentic Company Values

Benefits of Having Diverse Teams that Feel Psychologically Safe

1. Better Business Outcomes

25%

Companies in the top quartile for gender diversity on executive teams were 25% more likely to have above-average profitability than companies in the fourth quartile.

48%

The most gender-diverse companies were 48% more likely to outperform the least gender-diverse companies.

36%

Companies with racial and ethnic diversity are 36% more likely to outperform their peers.

Benefits of Having Diverse Teams that Feel Psychologically Safe

2. Higher Employee Retention

62%

62% of employees feel that DEI initiatives are an important factor for their company's ability to drive success

78%

78% of people feel that it's important for them to work for an organization that prioritizes diversity and inclusion

Benefits of Having Diverse Teams that Feel Psychologically Safe

3. More Innovation

Contrasting ideas can flow more easily, stimulating innovation and also helping foresee problems

A more diverse team is better equipped to reach a more diverse audience



Benefits of Having Diverse Teams that Feel Psychologically Safe

4. Demonstrates Authentic Company Values



DEI goes hand in hand with company values of community, belonging, inclusion and collaboration

How to Damage Psychological Safety in the Workplace

1. Intimidation & Bullying
2. Forgetting Your Body Language
3. Breaking Promises/Lack of Change
4. Self-aggrandizing

How to Damage Psychological Safety in the Workplace

1. Intimidation & Bullying

Workplace Bullying Causes Fear of

- Retaliation
- Being reprimanded
- How others will respond
- Appearing incompetent



How to Damage Psychological Safety in the Workplace

2. Forgetting Your Body Language

Sighing

Folding
Arms

Furrowing
Brows

How to Damage Psychological Safety in the Workplace

3. Breaking Promises/Lack of Change

Managers need to trust that their employees will try their best and deliver quality work.

Employees need to trust that their bosses are looking out for the team's best interests.

Saying something is a priority isn't enough - there needs to be follow through.

How to Damage Psychological Safety in the Workplace

4. Self-aggrandizing

Self-aggrandizing Leaders Will

- Be late to meetings
- Not reply to emails
- Reschedule meetings last minute

Self-aggrandizing Leaders Expect Employees To

- Be on time
- Reply quickly
- Reschedule meetings only with ample notice

How to Create Psychological Safety at Work

1. Get a Baseline
2. Communicate with Empathy
3. Does the Difference Make a Difference?
4. Employee Resource Groups (ERGs)
5. Build a Recognition Culture
6. Hire More Diverse People

How to Create Psychological Safety at Work

1. Get a Baseline



Send anonymous employee surveys to gauge sentiment on certain issues and areas

How to Create Psychological Safety at Work

2. Communicate with Empathy

- Employ Active Listening
- Avoid Assumptions
- Ask Clarifying Questions
- Avoid Reacting
- Seek Out Differing Perspectives



How to Create Psychological Safety at Work

3. Does the Difference Make a Difference?



Are your edits making improvements to a project or are they just personal preferences

Minimize feedback to only positive comments or necessary improvements to move projects forward

Avoid Micromanaging

How to Create Psychological Safety at Work

4. Employee Resource Groups (ERGs)

ERGs as micro-communities

- Help employees feel recognized, seen and safe
- Gives employees an opportunity to voice thoughts and concerns
- Allow leaders of ERGs to bring feedback forward to executive leadership team

ERGs can be created for

- Ethnicities
- Genders
- Age groups
- Hobbies—such as coding, painting, or music

How to Create Psychological Safety at Work

5. Build a Recognition Culture



Intentional Recognition Can Be Done By

- Giving genuine praise regularly and in the moment
- Establishing a [service or milestone award](#) program
- Implementing [social recognition software](#)
- Starting an incentive program for sales, [wellness](#), or safety
- Offering [company SWAG](#)

How to Create Psychological Safety at Work

6. Hire More Diverse People

Challenge implicit bias that oftentimes occurs during the interviewing process



5 Tips for Fighting Implicit Bias in the Interview Process

1. Use Inclusive Language
2. Standardize the Interview Process
3. Blind Evaluation
4. Behavioral Interview Questions
5. Use Structured Rating Scales

5 Tips for Fighting Implicit Bias in the Interview Process

1. Use Inclusive Language in Job Postings

Masculine-Leaning Language

- competitive
- aggressive
- challenge
- decisive
- courage/courageous
- driven
- fearless

Feminine-Leaning Language

- collaborative/collaborate
- dependable
- honest
- loyal
- committed
- connect/connected
- patient

5 Tips for Fighting Implicit Bias in the Interview Process

2. Standardize the Interview Process



5 Tips for Fighting Implicit Bias in the Interview Process

3. Blind Evaluation



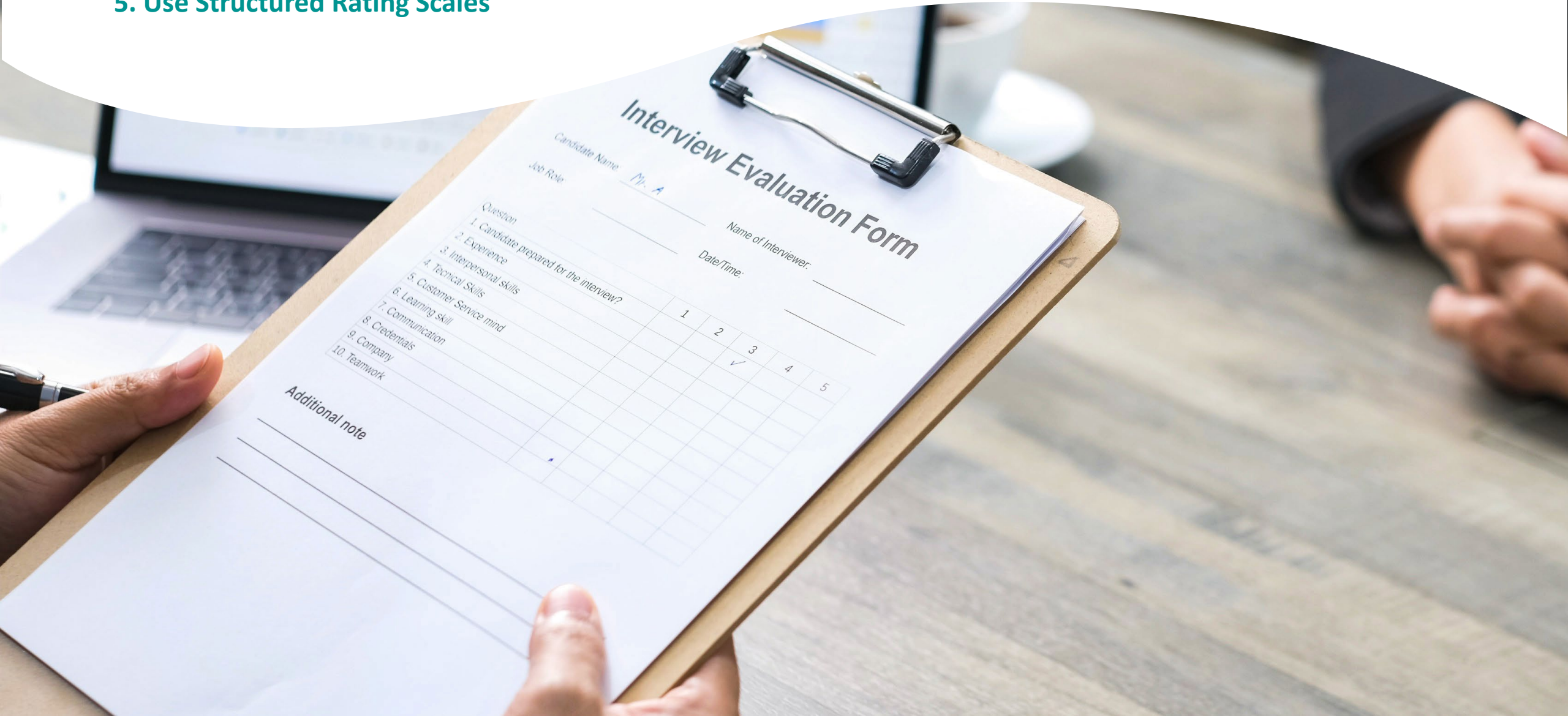
5 Tips for Fighting Implicit Bias in the Interview Process

4. Behavioral Interview Questions



5 Tips for Fighting Implicit Bias in the Interview Process

5. Use Structured Rating Scales

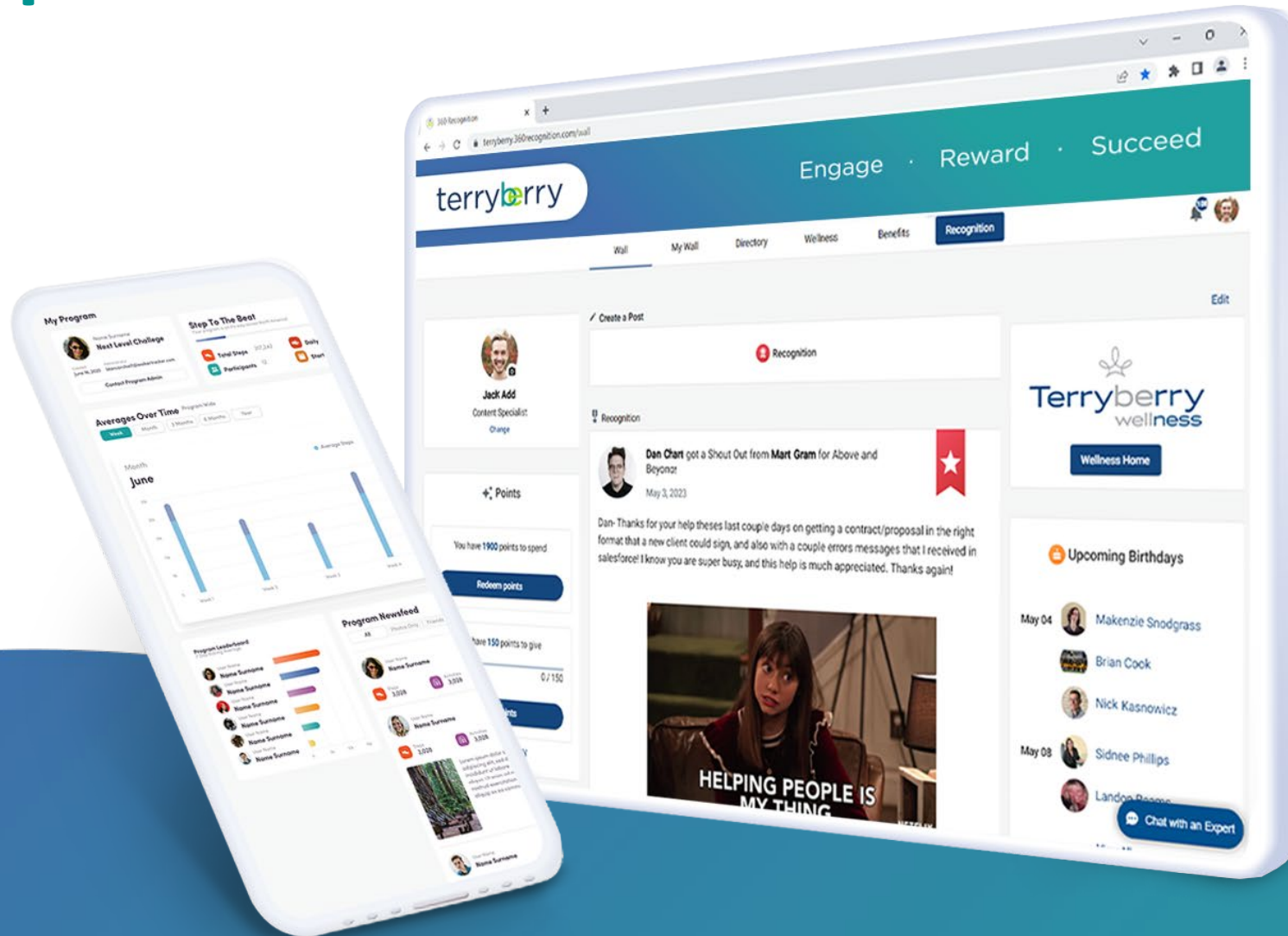


Key Take-aways

1. DEI + psychological safety in the workplace is critical
2. Avoid pitfalls of damaging psychological safety
3. Take actionable steps to "layer-up" psychological safety
4. Fight implicit bias during the interview process




Transform employee engagement with one powerful platform



POLL #2

Would you like someone from Terryberry to reach out to you regarding our engagement platform products and solutions?

1. Yes, that would be great!
 2. No, not at this time, thank you.
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Questions?



Thank You!