

LOGHAN PARTNERS CONSULTING GROUP



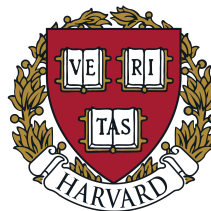
Bridging Knowledge Gaps

How to create a Culture of Trust and Psychological Safety to Accelerate Innovation in Agile Teams

September 16th, 2021

OSPMI

Clients



Secureworks®



slalom



Workshop Goals



Discuss what makes a
group of people a
Team



Explain how to build
Trust in your Team



Understand
Psychological Safety
in the context of Team
Culture



Learn how Teams
Develop a Culture of
Innovation

Reflect individually, what's your best Team ever?



Activity



Go to www.menti.com code **9987 8356**

Respond to the poll

Reflection: In One Word, describe The Best Team Ever.

Mentimeter



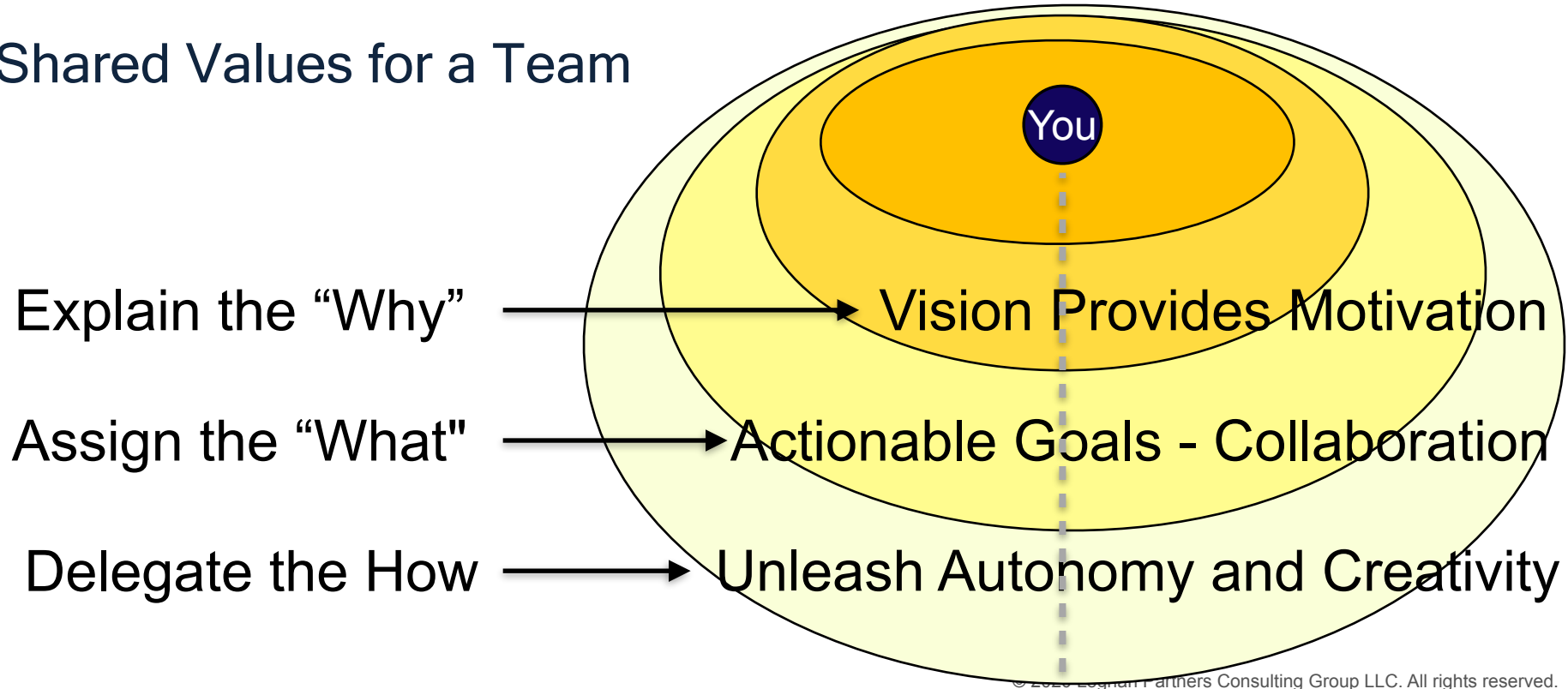
What transforms a group of individuals into a team?

Shared vision, values and actionable goals.



Team: Desire to be “in” first and alignment

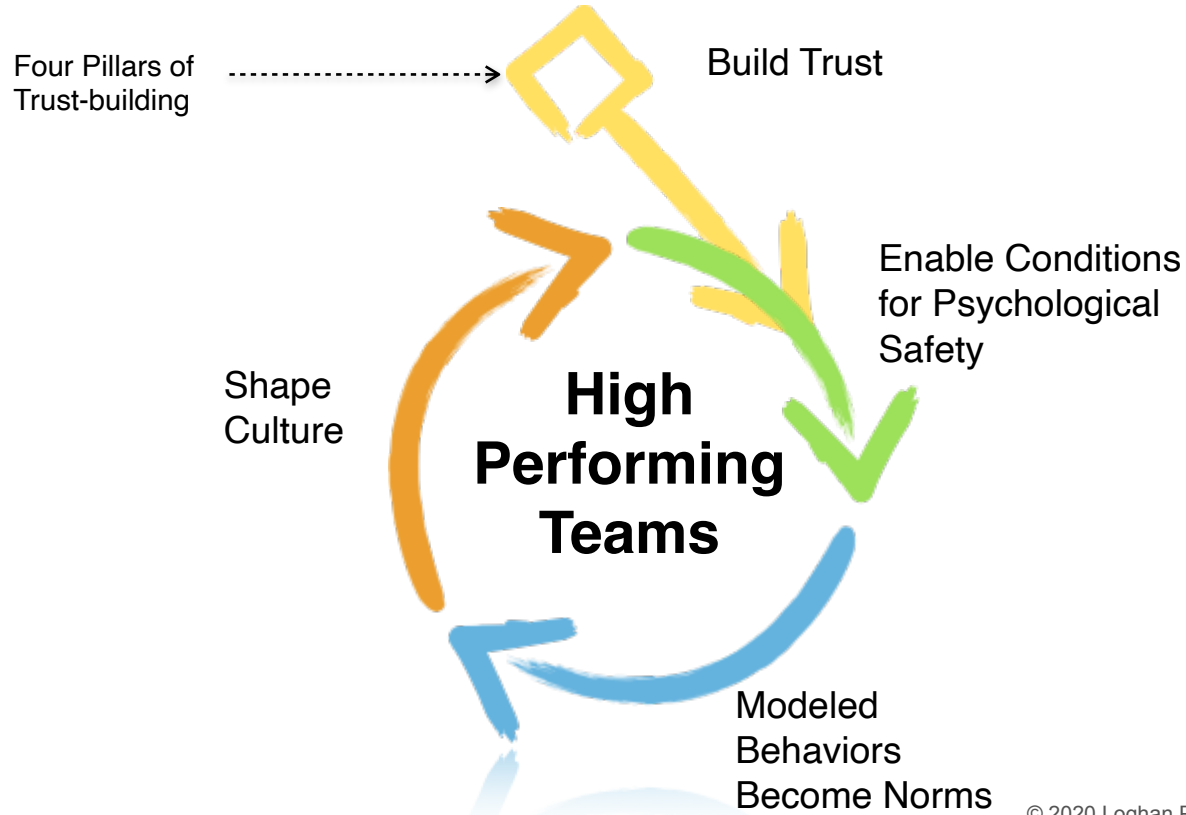
Shared Values for a Team



High Performing Team



Trust Virtuous Cycle



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Leaders provide the pillars of support that enable Psychological Safety by

Building Trust

Four
Pillars

Connectedness
and Recognition

Structure and
Consistency

Norms and
Agreements

Manage
Workload

You tell a team member . . .

I need this ASAP.

I'll get that to you shortly.

It's not a big deal, I think it's just a one line of code.

Can I get back to you later?

It's only a small change.

Other people have to deal with the same problem.

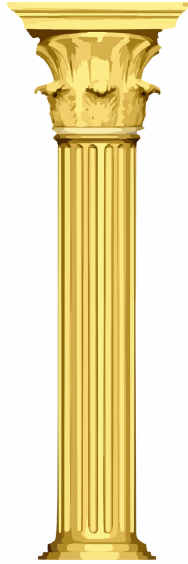
I'll update our system soon.

Do this when you have time.

I'll do it when I have time

. . . What does it mean to them?

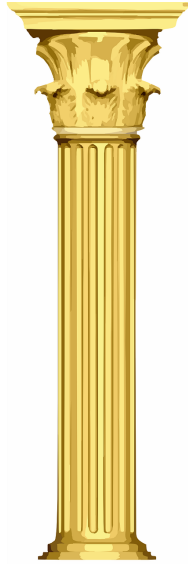
Research shows effective teams are more connected to each other and the goal



Connectedness
and Recognition



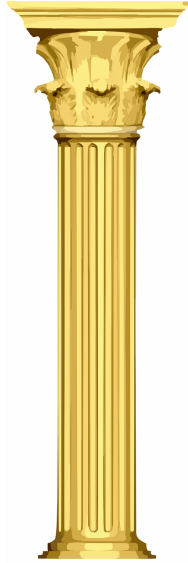
Start with structure and consistency, clearly communicated



Structure and
Consistency



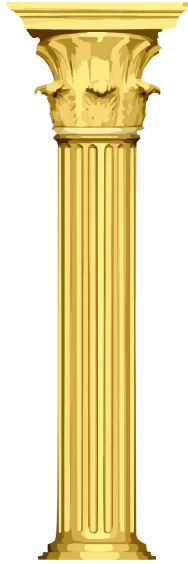
Everyone is invested when all contribute to the rules of engagement



Norms and
Agreements



Overloaded team members are less productive, more stressed and often burn out

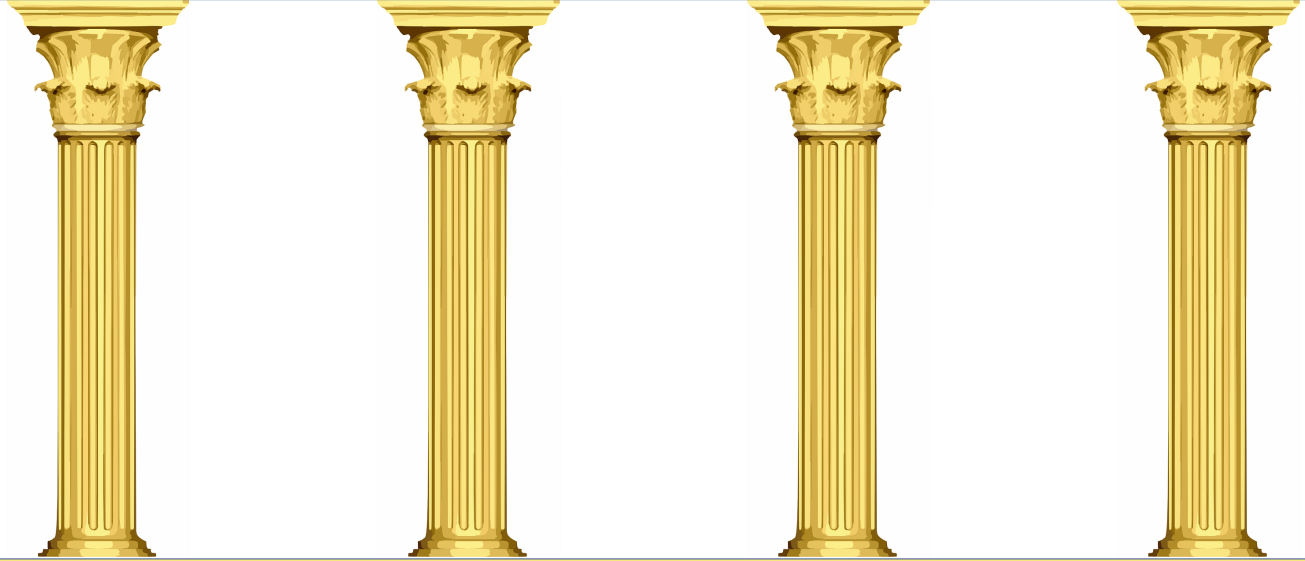


Life/Work
Balance



These four pillars should be built on a strong foundation of communication

High Performing Team



Clear communication

You tell a team member . . .

I need this ASAP. **Structure**

I'll get that to you shortly. **Consistency**

It's not a big deal, I think it's just a one line of code. **Connectedness**

Can I get back to you later? **Structure**

It's only a small change.

Other people have to deal with the same problem. **Life/Work Balance**

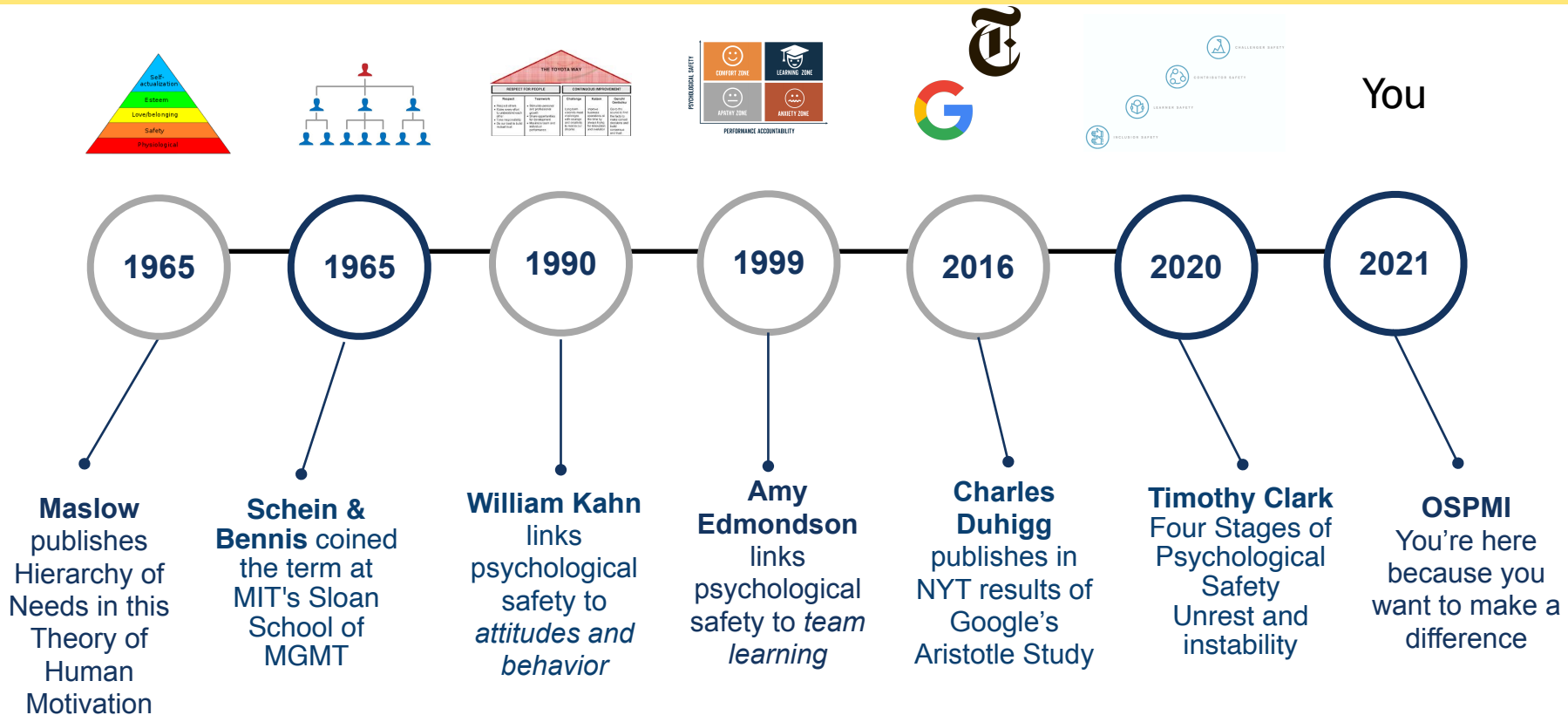
I'll update our system soon. **Consistency**

Do this when you have time. **Connectedness**

You should easily do this over the weekend **Connectedness**

. . . What does it mean to them?

History of Psychological Safety



What do People Do in Organizations

In team settings, which of these four activities would folks want to do first?

Contribute

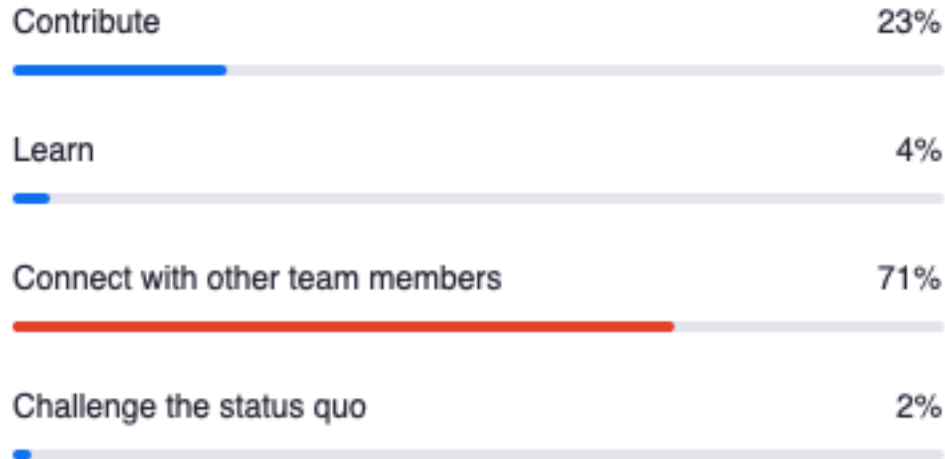
Learn New Skills

Connect with Other Team Members

Challenge the Status Quo

What do people do in organizations?

1. In a team setting, which of these four activities do most team members want to do first?



What do People Do in Organizations

In team settings, which of these four activities would be the riskiest?

Connect with Other Team Members

Challenge the Status Quo

Learn New Skills

Contribute

Psychological Safety



1. In a team setting, which of these four activities is the highest risk?



Activity



Go to www.menti.com code **9987 8356**

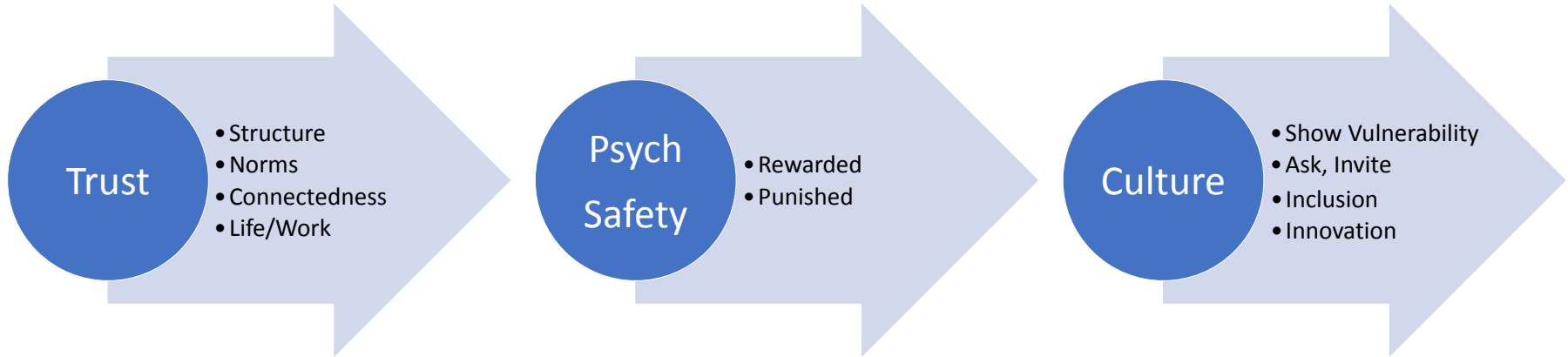
Activity

How could we measure Psychological Safety?



Analyzing Reactions to Vulnerability and Risk
Punished Vs Rewarded

Culture Theory



Rituals that will enable individuals morph into teams:

Debriefing

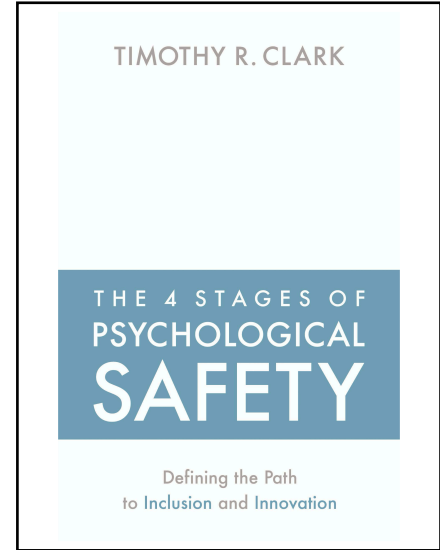
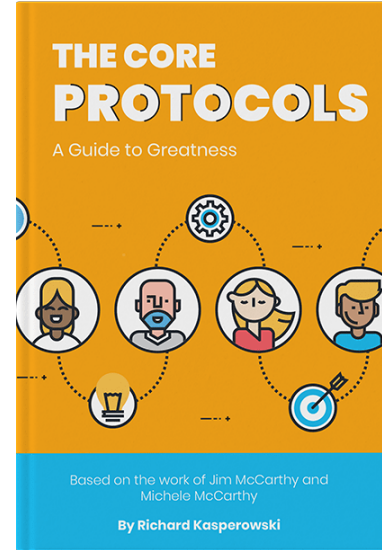
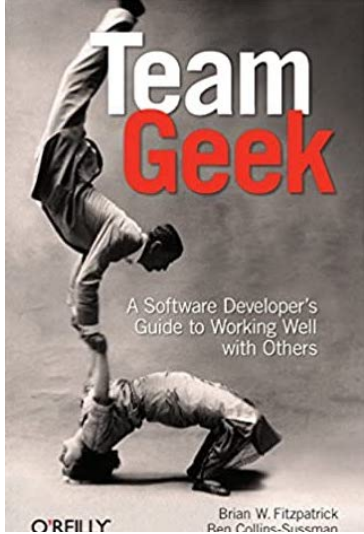
Celebrate

**On-
boarding**

Retrospectives

Unplug

Recommended reading



Thank you

Q&A