

LOGHAN PARTNERS CONSULTING GROUP



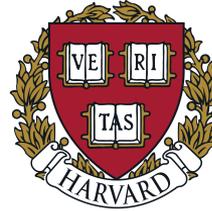
Bridging Knowledge Gaps

# 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**

# Warm-up

Reflect individually, what's your best Team ever?



# Activity



Go to [www.menti.com](https://www.menti.com) code **9987 8356**

# Respond to the poll

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

Mentimeter



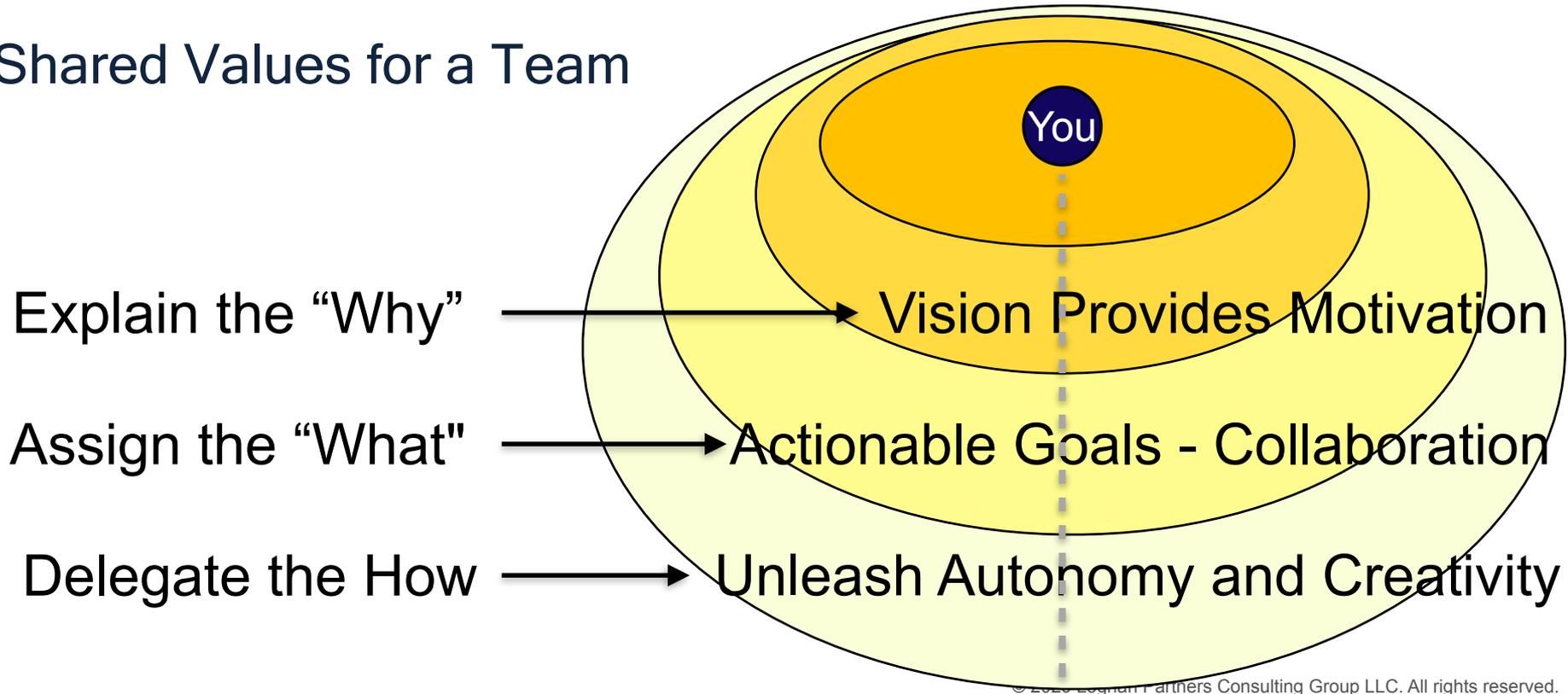
# What transforms a group of individuals into a team?

Shared vision, values and actionable goals.



# Team: Desire to be “in” first and alignment

## Shared Values for a Team

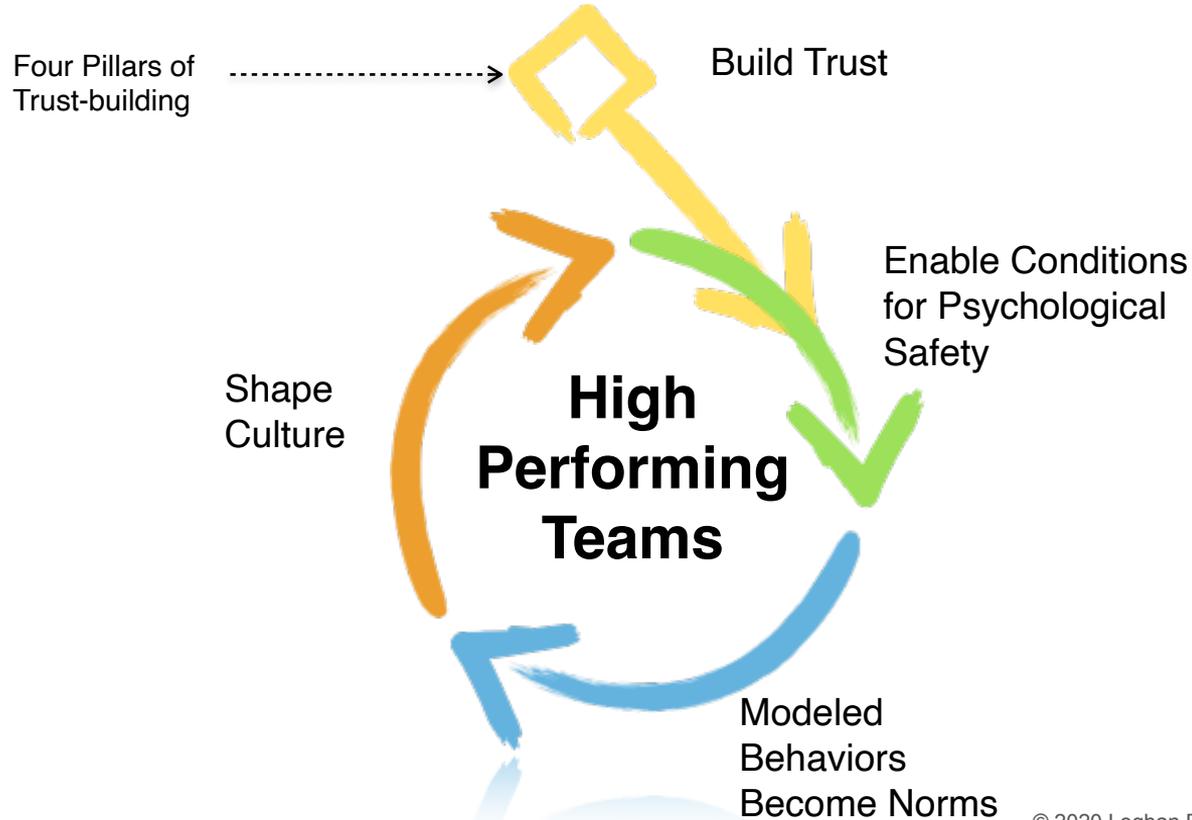


# High Performing Team





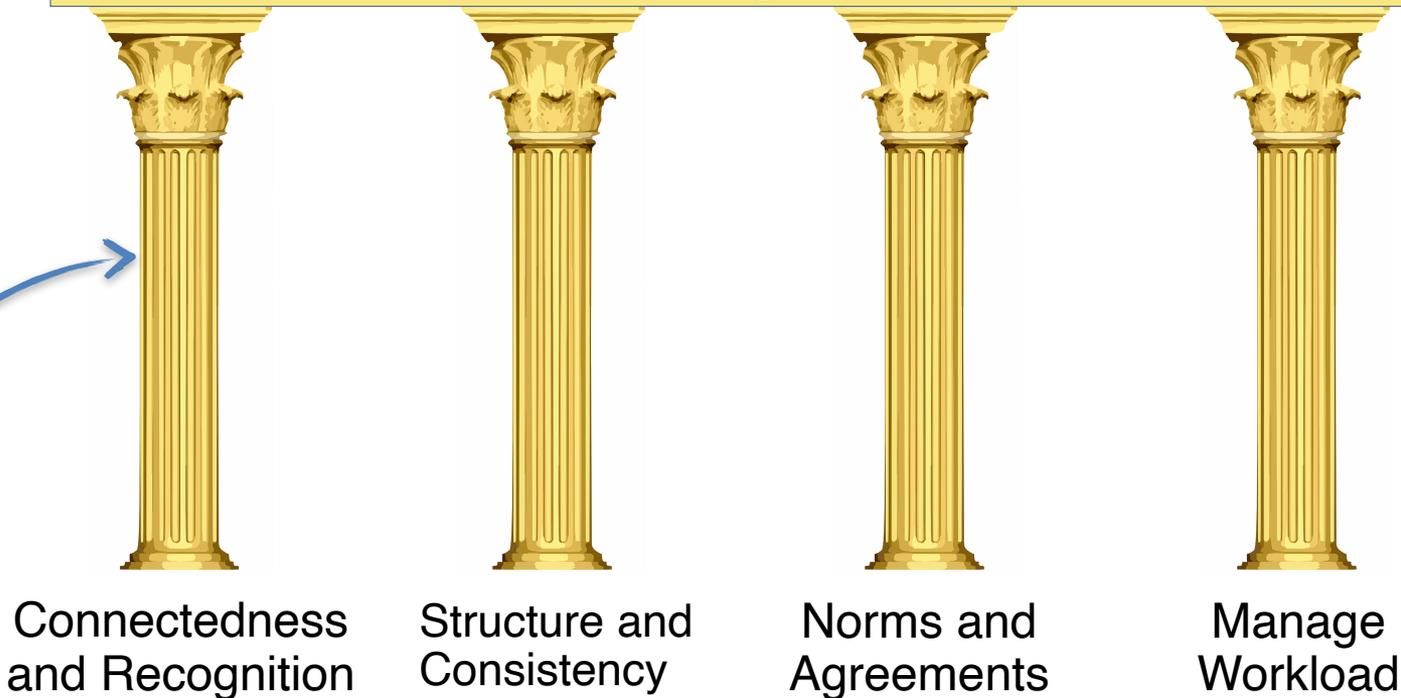
# Trust Virtuous Cycle



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**Leaders** provide the pillars of support that enable Psychological Safety by

## Building Trust



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.

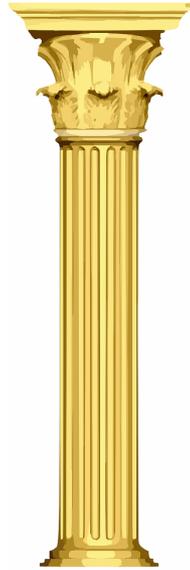
I'll update our system soon.

Do this when you have time.

I'll do it when I have time

. . . What does it mean to them?

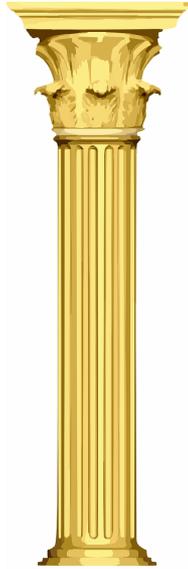
Research shows effective teams are more connected to each other and the goal



Connectedness  
and Recognition



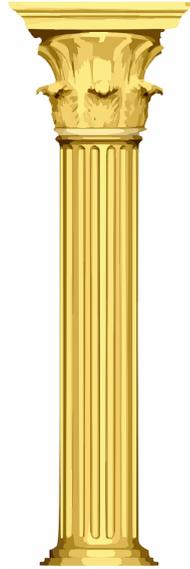
Start with structure and consistency, clearly communicated



Structure and  
Consistency



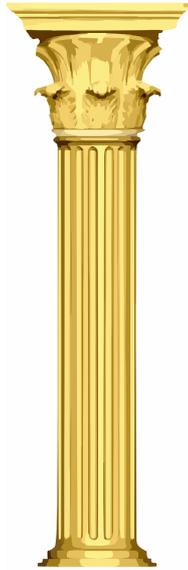
Everyone is invested when all contribute to the rules of engagement



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**

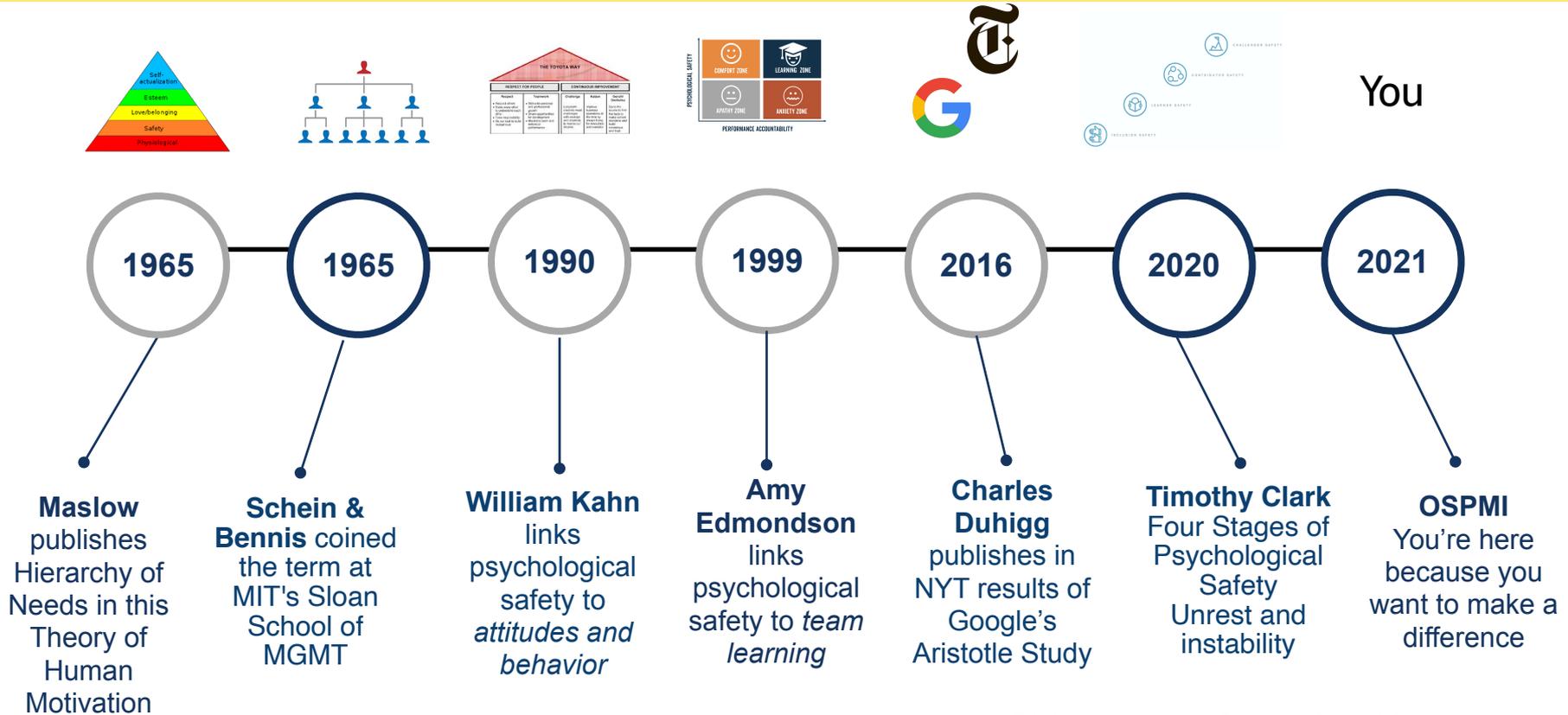
I'll update our system soon. **Consistency**

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

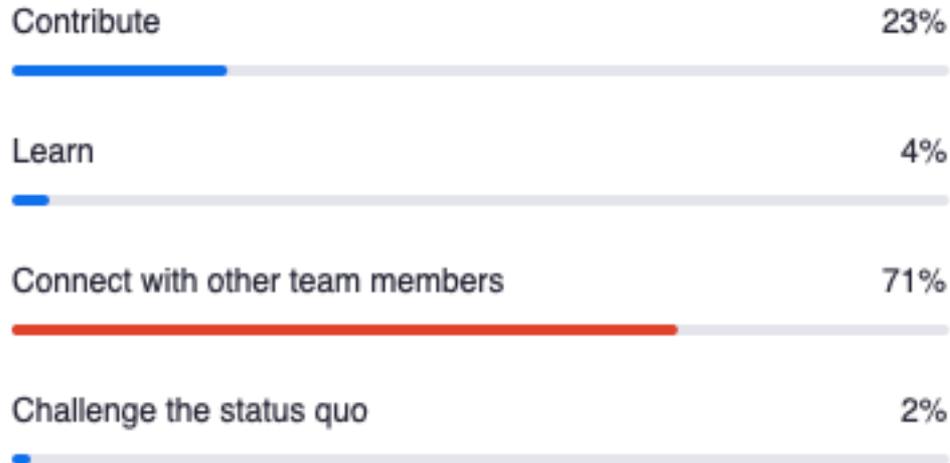
Learn New Skills

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

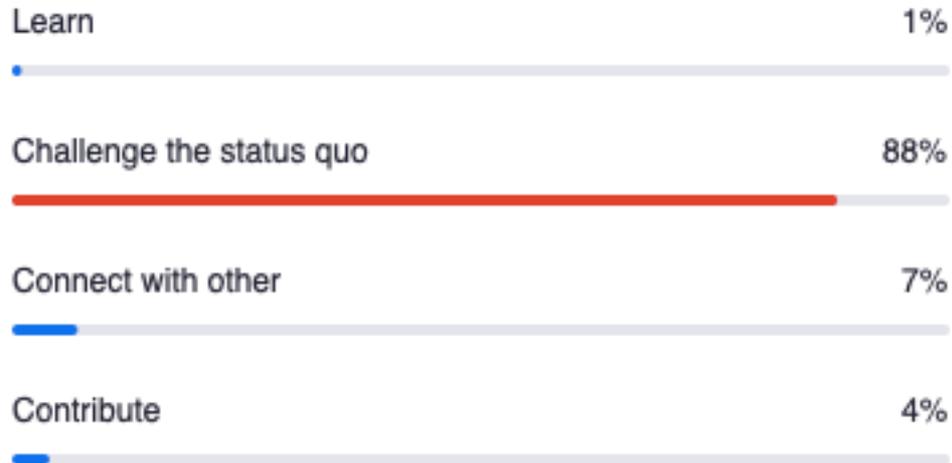
Challenge the Status Quo

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](https://www.menti.com) code **9987 8356**

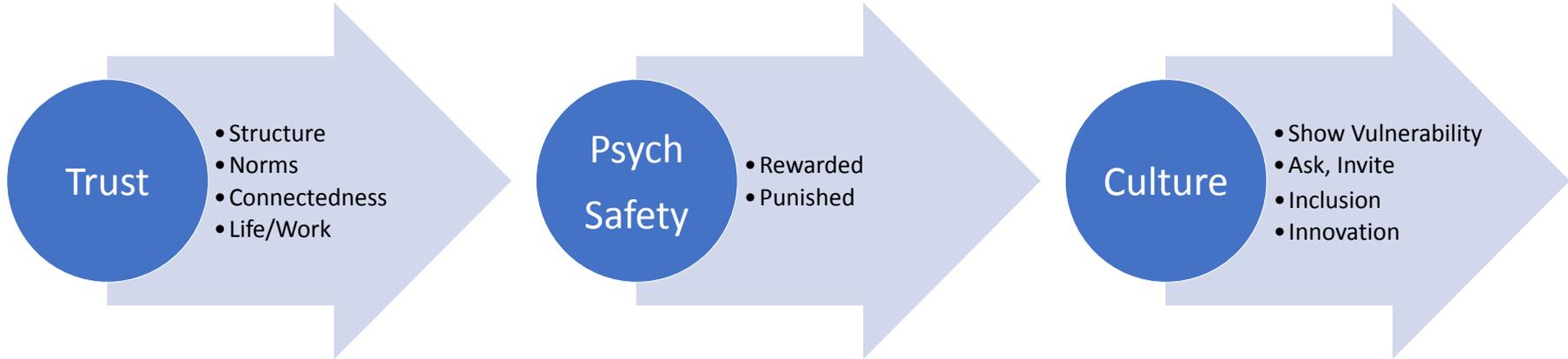
# Activity

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**

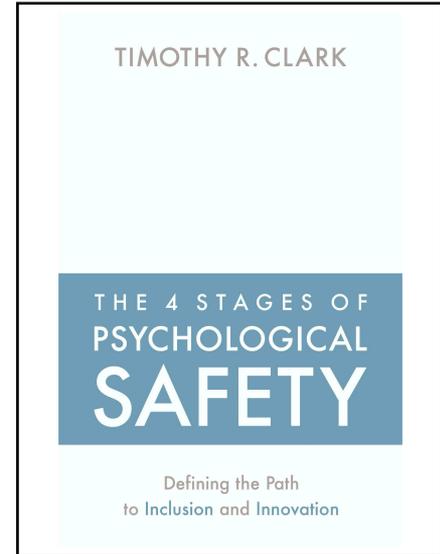
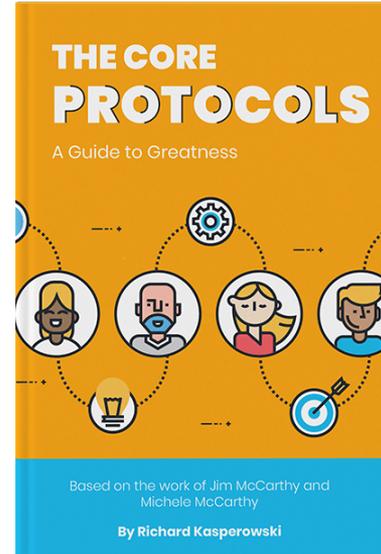
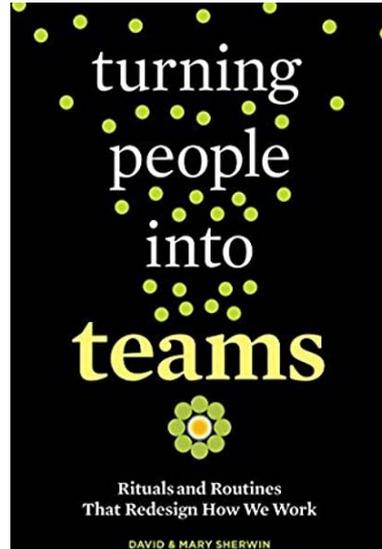
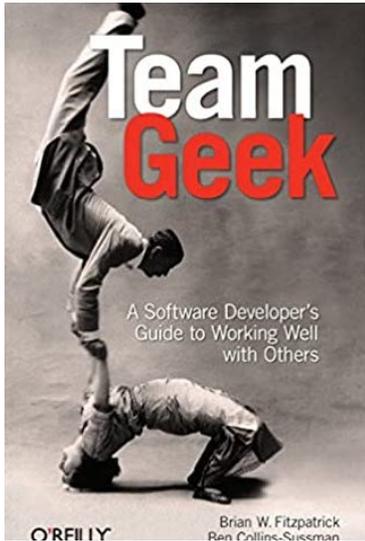
**Celebrate**

**On-boarding**

**Retrospectives**

**Unplug**

# Recommended reading



Thank you

Q&A