



# PSI INDICATOR

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So, what is psychological safety?

“a belief that one will not be punished or humiliated for speaking up with ideas, questions, concerns, or mistakes, and that the team is safe for interpersonal risk-taking”

- Amy Edmondson



## What is it?

The PSI measures team members sense of Psychological Safety and Inclusivity within their team in a confidential and anonymous way. The data uploads to an interactive dashboard for use by team members and leaders to track progress. This can be done at a frequency right for the team, e.g. quarterly. PSI is a market-leading diagnostic that provides real-time insights into a team's psychological safety profile. Results enable teams to foster a more inclusive and diverse workforce and empower them to enact pragmatic and timely change.

## Why do it?

New legislation and guidelines (ISO 45003 Psychological Health and Safety at Work) have been implemented whereby Directors and Executives are responsible for ensuring employees have a psychologically safe environment to work. Organisations perform best when there is diversity of thought from people with varying backgrounds and experiences such as gender, age, ethnicity etc. In order to share these thoughts and varying opinions the environment needs to be safe to do so. Organisations who measure the psychological safety profile of their teams, to identify and then respond to risk factors, will remain ahead of the curve. Showing support, the mental health and wellbeing of their staff gives these organisations the competitive advantage.

## How is it Administered?

The short indicator is administered online and takes around 5 minutes to complete. Team members complete an online indicator about the team and provide feedback. Which is then presented in an interactive dashboard for discussion with the team in order to facilitate a commitment to improvement. Comparisons between interfacing teams can also be made.

## Who is it for?

Organisations that want to develop their teams (N=5), by benchmarking and targeting key areas for development using valuable and reliable employee feedback. Teams that are experiencing high turnover, low productivity and low engagement will greatly benefit from the program.

## Accreditation

As a whole solution DDI can accredit internal coaches within organisations to facilitate the PSI program and debriefs. These internal coaches will be able to interpret the results through the dashboards, understand the strengths and development areas of teams, and engage with them to make commitments for improvement. This works in conjunction with the development plans. Accredited coaches within organisations will alleviate the need for coaching from external providers.

## Certification

Certification for organisations is available to show commitment and development in being psychologically safe in the workplace.

## High vs Low Psychological Safety

Teams with high psychological safety experience	Teams with low psychological safety experience
<ul style="list-style-type: none"><li>• A deeply engaged, productive and passionate workforce</li><li>• Staff who take initiative and collaborate effectively</li><li>• Effective decision making and higher quality solutions</li><li>• Innovation, creativity and focus on excellence</li><li>• Attract and retain better talent</li></ul>	<ul style="list-style-type: none"><li>• Low tolerance for mistakes</li><li>• No sharing or diversity of opinions</li><li>• Criticism and blame</li><li>• No innovation or creativity</li><li>• Distrust</li><li>• Low/slow productivity</li><li>• Re-work and wasted energy</li></ul>

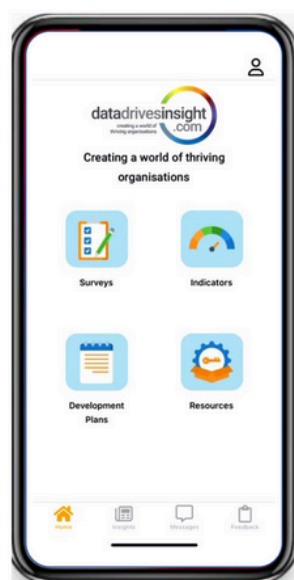
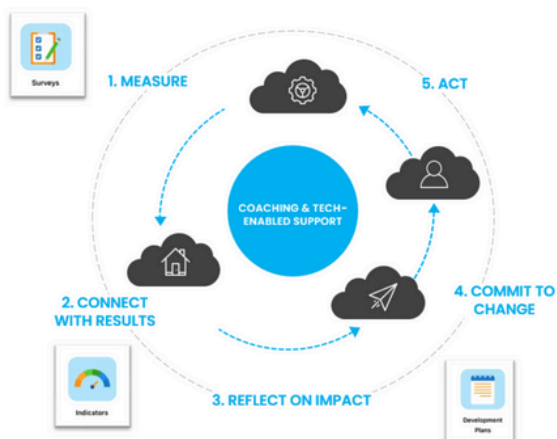
### If a teams psychological safety moves from a 3/10 to a 6/10 we will see...

- 27% reduction in turnover
- 40% reduction in safety incidents
- 12% increase in productivity.

**\$6b Per Year**

Poor psychological safety costs Australian business \$6 billion each year in lost productivity.

### The App



- 4-minute online survey
- Identifies risk factors
- Builds an evidence base that helps inform business and workplace strategy

## Data Received to Assist with Workplace Strategy

- PSI can be implemented at a company-wide level, Executive level, or broken down into small teams
- Benchmarking can be done from team-team, team-organisation or team-industry
- Builds an evidence base that helps inform business and workplace strategy
- Informs training and development budgets and allocation of spend between technical and people competencies



## What's the Time Commitment?

The PSI is a Subscription – you have complete control over survey frequency and timing of program cycles to suit your needs, reflect busy periods and sharpen the focus on certain teams as needed. We recommend monthly or bi-monthly.

### HR Team

- Distribute communication (provided by DDI) to teams to inform them of the process and assist with scheduling the first two debrief per team.
- We will securely share the dashboard of teams results with authorised people

### Teams/Employees

- 4 minute survey completion each cycle
- 2 x 30min debriefs per team
- App resources and actions are incorporated into BAU therefore no time required outside of work or 'off the tools'
- This is not about the leader- its about each individual in a team being accountable

## Return on Investment

- If improving psychological safety through a 12-month program, results in preventing just one team member to leave, it would result in a **580% ROI\***
- It has been estimated that losing an employee can cost a company **1.5 – 2 times of the employee's salary**



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