

Collective Advantage

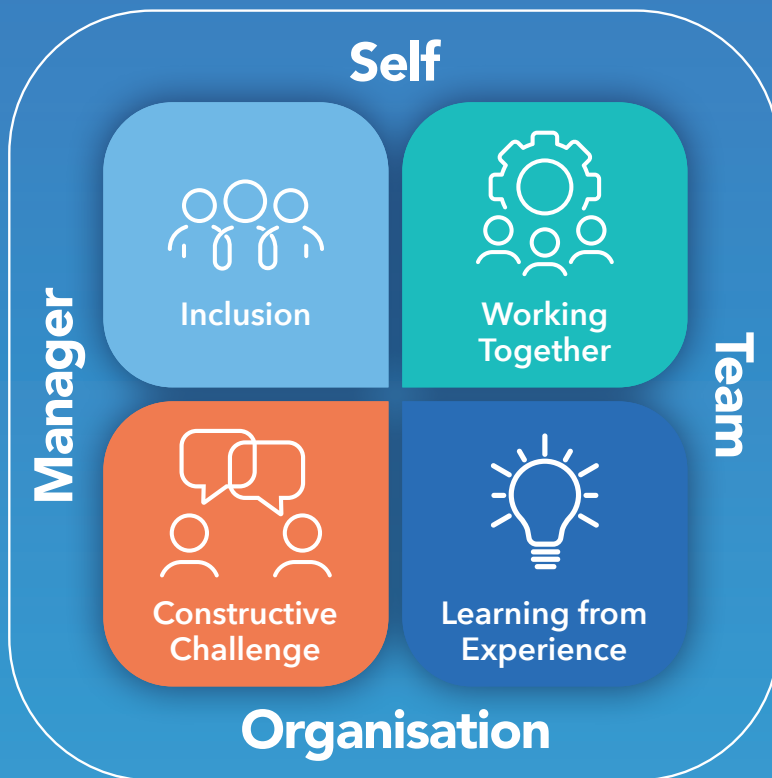


Measure Psychological Safety



Find out more

Unlock the potential of your team



The Collective Advantage Model

Our psychological safety psychometric helps you to gain a detailed understanding of the dynamics in your team. Our research-based model of psychological safety is made up of 4 core dimensions and 4 perspectives.

How can each of us help to realise the potential of our teams, our **Collective Advantage**?

What is psychological safety?

Psychological safety can be described as a work environment where people feel empowered to contribute different perspectives, collaborate with others, provide constructive challenge, and learn from experience. Everyone in a team or group contributes to this dynamic and is responsible for creating it.

Why does psychological safety matter?

Teams drive high performance in organisations and businesses. However, all too often teams don't work as effectively as they could, and this affects business outcomes. When teams have high psychological safety, the impact is clear.

4x

increase in retention rates.

(Boston Consulting Group, 2024)

26%

greater skills preparedness.

(Accenture, 2021)

2.2x

more likely to surpass financial targets.

(Josh Bersin Research Company, 2021)

Psychological safety outweighs all other factors (such as team composition, individual talent, seniority, or personality types) in predicting team success.

(Google's Project Aristotle, 2014)

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Inclusion

How often do we hear from and include different perspectives in the team?

The extent to which people welcome others, value differences, make use of others' unique skills, experiences, and perspectives, and treat others fairly regardless of position.

	Low	High
Thoughts	Teams work better when everyone has the same type of experience.	Teams work better when people have different types of experiences.
Feelings	Feel like it is difficult to connect with people who are different.	Enjoy hearing and learning from people with different perspectives.
Words	We don't need to hear from...	What views and perspectives are we missing?
Actions	Avoid engaging with people who are dissimilar. Treat people very differently based on seniority.	Seek out people with different skills, experiences, and perspectives and learn from them.

Team Practices

- Map your team's network across the organisation. Identify where there are opportunities to make new connections that introduce different and diverse thinking and experiences.
- Use meeting practices that invite equal contributions, such as "brainwriting" and anonymous polling.



Working Together

How much time do we invest in helping others and working towards team-level goals?

The extent to which people value collaboration, proactively share information, provide help and support, work together, and address poor relationships.

	Low	High
Thoughts	It's not my responsibility to help them. They need to sort it out themselves.	How can I support my colleagues and work towards the team's goals?
Feelings	Feel annoyed or frustrated when teammates ask for help.	Feel responsible for supporting and contributing to the team.
Words	It's their problem, not mine.	Let's work on this together to find a solution.
Actions	Focus exclusively on individual goals. Inconsistently follow through on commitments to others. Avoid addressing poor relationships.	Work towards shared goals, as well as individual ones. Follow through on commitments to others. Address any poor relationships.

Team Practices

- Identify shared goals that multiple team members will need to work on to achieve.
- Build rational trust by following through on what you say you are going to do. Build emotional trust by showing empathy for the challenges and concerns of others.



Constructive Challenge

How often do we debate issues and challenge each other's thinking?

The extent to which people feel safe to voice their opinions openly, offer suggestions for improvement, provide feedback, raise concerns, and constructively debate issues.

	Low	High
Thoughts	It is better to keep quiet and not say anything.	I need to say something about this...
Feelings	Feel worried about the possible consequences of speaking up.	Motivated to speak up to improve outcomes and get better results.
Words	I completely agree with you...	I think we might have different opinions on this.
Actions	Hold back from voicing questions, feedback, concerns, and honest opinions.	Invite others to challenge your ideas. Raise questions. Provide feedback. Engage in discussion where there are different views.

Team Practices

- Encourage people to play "devil's advocate" in discussions.
- Engineer meeting formats to debate arguments for and against specific approaches.
- Conduct "pre-mortems" to enable team members to raise concerns and identify vulnerabilities in plans.



Learning from Experience

How willing are people to talk about mistakes and negative outcomes?

The extent to which people view mistakes as opportunities to learn, and feel safe to test new approaches and experiment, without being unfairly judged for mistakes.

	Low	High
Thoughts	I'm going to be judged because this turned out badly.	It went badly but we need to learn from the experience.
Feelings	Worry about the consequences of getting things wrong.	Driven to understand what happened and how to improve.
Words	We should stick with what we know next time.	It didn't go well, but this is what we learnt from the experience...
Actions	Avoid trying new approaches. Keep quiet about mistakes and poor results.	Test and experiment with new approaches. Openly share poor results and lessons learnt.

Team Practices

- Conduct regular team meetings focused on learning, using the Rose, Thorn, Bud structure.
- Plan and conduct mini experiments to support continuous learning and improvement.