

**LEADER GUIDE**

**Psychologically Safe Workplace**

**Healthy Employees + Healthy Organization  
= Healthy Workplaces**

Employee Satisfaction    Team Work    Motivation    Conflict

Retention    Workload

Mutual Respect    Achievements    Power Struggles

Competing Priorities    Physical Health    Rewards

Mental Health    Harmony

Harassment    Corporate Culture    Zero Tolerance

Social Support    Reduce Workplace Stress

Anxiety    Work-life Balance    Bully Free Zone

Attitude    Communication    Productivity

Burnout

Job Satisfaction    Workplace fairness    Violence

Effective Leadership



**Goal of the  
“Psychologically Safe  
Workplace” Program**

The goal of the “**Psychologically Safe Workplace**” program is to help middle and senior managers create and promote a healthy culture within their organizations where both employees and the organization can thrive.

**Objective of this  
Leader's Guide**

The objective of this Leader's Guide Supplement, used in conjunction with the notes in the PowerPoint slides, is to provide you with the information and resources you need to effectively facilitate the “**Psychologically Safe Workplace**” program.

Prior to conducting the workshop for the first time, it is highly recommended that you review in detail this document as well as all the Notes in the PowerPoint slides. It is important that you are familiar with the layout, flow and contents of this program before you facilitate it. You are encouraged to add your own notes and stories, where appropriate, to customize this program to your audience.

This workshop is designed based on adult learning principles and thus is very interactive. Your key role as the facilitator is to keep the program on track and on time and to encourage all participants to engage in discussion/dialogue.

## Course Objectives

As a result of their active participation in this workshop, the participants should be able to:

- Define key concepts such as a 'psychologically safe workplace' and 'psychosocial hazards' and distinguish between 'mental illness', 'mental injury' and 'mental health'
- State the key business and legal drivers for creating and maintaining a psychologically safe workplace, including the National Standard of Canada for Psychological Health and Safety in the Workplace
- Explain management's role in protecting the mental health of their employees
- Improve their organization's work environment through application of the Seven Strategies for a Psychologically Safe Workplace.
- Apply the course material to a case study of a workplace situation
- Locate further resources to support a Psychologically Safe Workplace

## Advanced Facilitator Preparation – Before Conducting a the Workshop

1. Familiarize yourself with:
  - Detailed Agenda
  - Participant Guide
  - Power Point Presentation (including presenter's notes)
  - Leader Guide

## Advanced Facilitator Preparation – Before Conducting the Workshop (cont'd)

2. Working with the client, discuss case study and application in the workplace.
  - Prepare two flipcharts:
    - Agenda
    - Expectations “My time in this workshop will be well spent if I am able to ...”

## Audiovisual

You will need:

- Your laptop with the **“Psychologically Safe Workplace”** PPT slides pre-loaded onto it
- LCD projector and screen
- 1 Flipchart easel/flipchart paper/markers

## Timing

This is a 4 hour workshop. It could be conducted in either the morning or afternoon. You will need to adjust the timing on the detailed agenda and throughout your PowerPoint slides to reflect the time of day that you conduct the program.

## Facilitator Experience

Given the interactive nature of this program, it should be facilitated by anyone with mid to advanced level facilitation skills. Academic expertise, or experience dealing with mental health issues, may be advantageous but is not essential.

## Materials/Handouts

Ensure you have sufficient copies of the following for each participant:

- Agenda
- Participant Guide
- Name Tags/Name Tents
- Evaluation Form
- One participant workbook per attendee

## Room Setup

Half rounds with 4-6 participants per table; a table at front of room to rest your notes/ training supplies; set up your laptop and screen for easy viewing.

## Participants

The ideal number of attendees is between 6-25. Attending participants should have responsibility for managing at least one direct report. The management experience of those attending may vary from entry level to senior management.

## Facilitator Preparation – day of the workshop

- Arrive early so you are all set up and ready to greet participants as they arrive.
- Prepare a name tent for yourself or put your name on the flipchart
- Have your laptop on and the **“Psychologically Safe Workplace”** slides loaded and ready to go
- Have a copy of the detailed agenda available for your easy reference
- Prepare the Agenda and Expectations flipchart

The remaining content in this document is supplemental information for your referral. The information is presented in sections that correspond with the flow of the agenda.

## Agenda

- Welcome/Introduction
- Course Objectives
- Individual Expectations
- Icebreaker
- Mental Health Challenge
- Overview of Psychological Workplace Safety
  - Terms/Definitions
  - The “Feel” of a Psychologically Safe Workplace
  - The “Feel” of a Psychologically Unsafe Workplace
- Drivers of a Psychologically Safe Workplace
  - Legal Drivers
  - National Standard of Canada
  - Human and Organizational Costs
- Developing a Psychologically Safe Workplace – Management's Role
  - Guarding Minds @ Work Quiz
- Seven Strategies for Psychological Workplace Safety
- Case Study
- Workshop Evaluation
- Workshop Wrap-up

## Welcome/Introduction

Welcome to this workshop. As you may know, the workplace is now recognized as an important influence on mental health. Between 10% and 25% of workplaces are characterized by conditions and environments considered mentally injurious. Occupational health physician specialists report that 50 – 60 % of their caseloads are related directly or indirectly to mental health concerns<sup>1</sup>. The objective of this course is to provide you with the information you need to create and promote a healthy culture within your organization where both employees and the organization can thrive.



## Course Objectives

By the end of this course, you will be able to:

- Define key concepts such as a 'psychologically safe workplace' and 'psychosocial hazards' and distinguish between 'mental illness', 'mental injury' and 'mental health'
- State the key business and legal drivers for creating and maintaining a psychologically safe environment, including the National Standard of Canada for Psychological Health and Safety in the Workplace
- Explain management's role in protecting the mental health of their employees
- Improve your organization's work environment through application of the Seven Strategies for Psychological Safety
- Apply the course material to a case study of a workplace situation
- Locate further resources to support a Psychological Safe Workplace

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<sup>1</sup>*Stress at Work, Mental Injury and the Law in Canada: A discussion paper for the Mental Health Commission of Canada. MartinShain. Mental Health Commission of Canada. 2008.*