

Psychological Safety – Steve Tauber

Highlight from #pmf19 – Product Management Festival 2019

“How Interpersonal Risk Will Push Your Organization To The Next Level”

Steve mentioned 1-on-1s as a very important exchange.

I don't know... To me this is also smelly... What hinders us to discuss things openly in the team?

Yes, I understand that there are certain things that need to be discussed in private.

Format

- 30 minutes
- every week
- Tue/Wed/Thu
- Split the time
- Direct Report goes first

1-on-1s Suggestions

3 topics

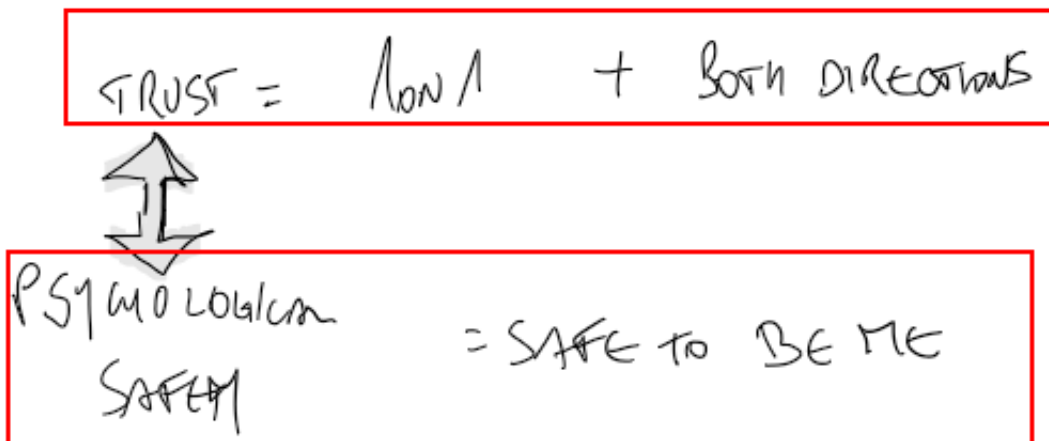
Summary

- Measure
- Learn
- Take Action

Trust VS Psychological Safety

Psychological Safety is bigger than trust.

shared belief that team members
can take individual risks



Psychological Safety

Trust VS

Run Surveys

Survey Examples:

Examples

- I am treated with dignity and respect everyday
- I am not afraid to be myself at work
- (r) My mistakes are held against me
- (r) It's difficult to ask peers for help

Great tip: Gitlab Live Stream Video Incident Hotfix

<https://about.gitlab.com/blog/2017/02/10/postmortem-of-database-outage-of-january-31/>

-> **How transparent are you?**

Tip: anxiety party

Agenda

- prepare - Biggest Anxieties
- prepare - Sort them
- ? - Ranking poker
 - >3 - Discuss and improve
 - 10 items = 1 hour

Example:

" I THINK I AM NOT A TEAM PLAYER "

Tip: story exchange

Process

- Pair up
- Exchange stories
- Share **their** story

Story exchange: Build empathy

Have a communication manual



Steve Tauber 11:10 AM

can you please help me?



Andreas Creten 11:11 AM

No.

What does the period mean?



- Role **manager.readme**
- Promises
- Expectations
- Failures
- ~~Deepest darkest secrets~~

How am I

doing things



- Basic bio **colleague.readme**
- Role
- Approach
- Successes
- Quirks
- Favorite Pastry

How do I like things. What makes me

unique.

Thanks [Steve Tauber](#).

[More highlights of #PMF19 on the overview page.](#)

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