IP BEST PRACTICES

Psychological Safety

A best practice shared by Kerstin Genz.

Generated on 22 November 2026

Psychological Safety

Defines and activates culture through psychologically safe environments to foster team empowerment in the flow zone, unfreezing and sustaining change.

Key steps

Learn how to speak up with ideas, questions, concerns, and mistakes. Understand the 4 Zones (Motivational Drivers such as Accountability compared with Psychological Safety) and the 4 PS Stages (Inclusion, Learner, Contributor, Challenger safety), as well as 3 types of mistakes.

Foster connection with personal maps, celebrate learning, help teams self-organize with delegation poker, and spark insightful discussions with the change management game.

Use breakouts with root cause analysis to tackle previous failures and openly talk about them in the team, developing next steps for solution orientation, and defining psychologically unsafe environments to activate the unfreezing phase and sustain change for long-term team empowerment.

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