



Psychology of Safety

Jerry D. Eubank

Agenda

- Psychological Safety
- Sleep Deprivation
- Logic and the Mind-Body Connection
- Normalization of Deviance (Gradualism)
- Mirror Neurons
- Obedience Theory
- Final Thoughts



Psychological Safety

A shared belief held by members of a team that the team is safe for interpersonal risk taking.

Where employees feel comfortable showing and employing one's self without fear of negative consequences to self-image, status, or career.

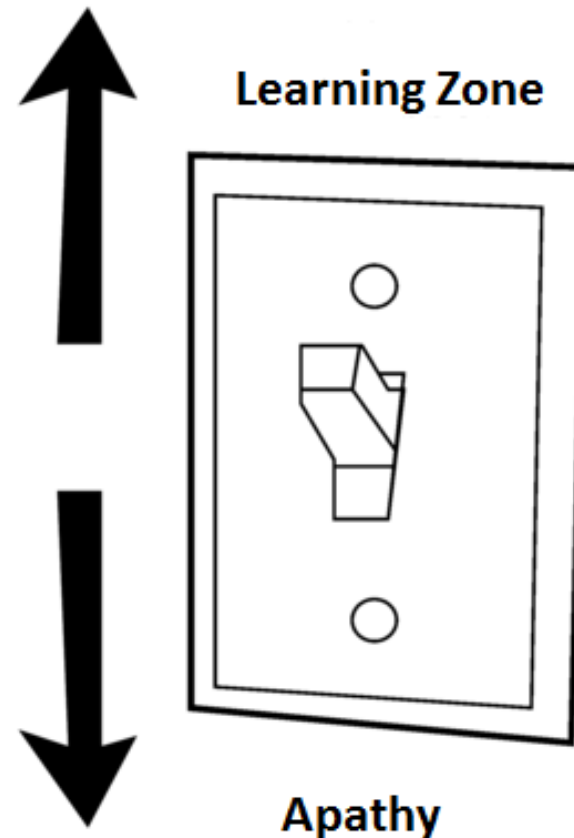
A sense of confidence that the team will not embarrass, reject, or punish someone for speaking up.

A belief of employees that the organizational climate is conducive for personal risk taking.



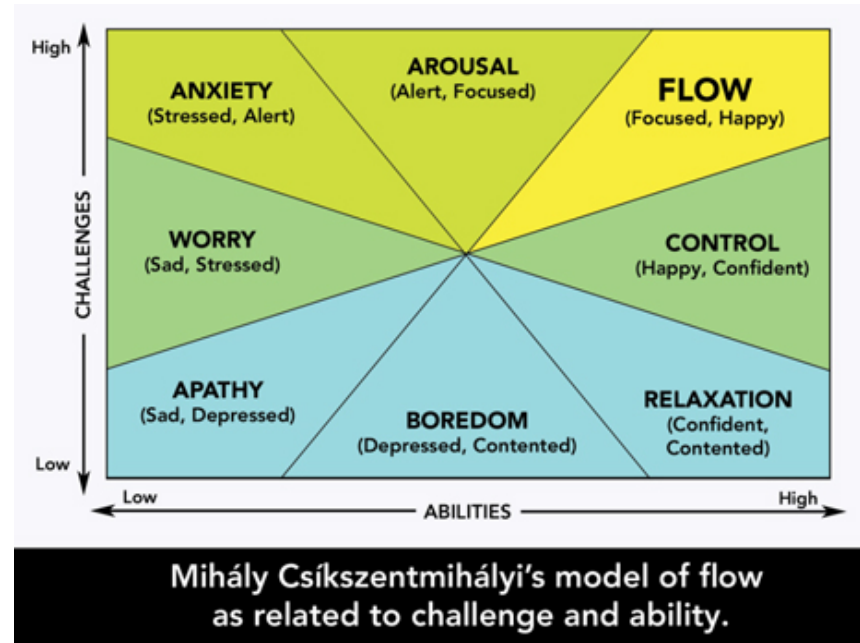
Psychological Safety

- **Apathy**
 - Lack of interest, enthusiasm, or concern
- **Anxiety**
 - Unpleasant state of inner turmoil
- **Comfort**
 - Familiar, at ease, in control and experiences low anxiety and stress
- **Learning Zone**
 - High performance zone allowing for questions and discussions



Psychological Safety

- Psychological safety increases the likelihood of innovation attempts and processes.
- Psychological Safety also increases the positive outcomes associated with learning from mistakes.



Psychological Safety Benefits

- Creativity
- Vitality
- Innovation leading to organizational change



Sleep Deprivation

- Memory Problems
- Hallucinations
- Micro Sleep
- Impaired Brain Activity
- Cognitive Dysfunction
- Weight Gain
- Heart Disease
- High Blood Pressure
- Moodiness
- Depression
- Accident Prone / Death
- Weakened Immune System
- Type 2 Diabetes



Sleep Deprivation

- 100,000 Motor Vehicle Accidents
- 1,550 Deaths
- 71,000 Injuries
- \$12.5 Billion in Monetary Loss
- 70% more likely to be involved in industrial accident
- 6-7 hours = 2X
- <5 hours = 4-5X



Source: Texas DPS Photo



SLEEP DEPRIVATION



- Exxon Valdez
- Chernobyl
- The Challenger
- American Airlines 1420



Logic and the Mind-Body Connection

- A proper or reasonable way of thinking about or understanding something
- A particular way of thinking about something
- The science that studies the formal processes used in thinking and reasoning.

LOGIC



Logic and the Mind-Body Connection

- Individual decision
- Team or group decisions

Does risk tolerance increase or decrease with group decisions?



Exercise



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Normalization of Deviance

Normalization: To make normal; to make an established standard.

Deviance: Departing from the norm; performing in a non-standardized way.





Normalization of Deviance

- Competence regression
 - Loss of competence over time
 - Cognitive
 - Physical
- Standards erosion
 - Inadequately enforced standards
 - Lack of support



Mirror Neurons

A type of brain cell that fires when you perform an action, and also when you simply watch someone else doing the same action.



Obedience Theory

- Harry Harlow
 - Nature and Nurture
- B.F. Skinner
 - Risk - Reward
 - Response rate
 - Extinction rate
- Wendell Johnson
 - Conditioning
 - Unconditioned stimulus
 - Unconditioned response
 - Conditioned stimulus
 - Conditioned response
- M. Sherif
 - Group Conflict
 - Competing for limited resources
- Stanley Milgram
 - Obedience
 - An Authority
 - In Authority



Final Thoughts

- Priorities versus values
- Actively caring
- Educate
- Involvement
 - Intervention
 - Positive Feedback



THANK YOU



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