



Wellbeing Matters Webinar

What's Going On?

Diagnosing and Treating Issues of Psychological Safety in the Learning and Working Environment

Land Acknowledgment

I would like to acknowledge that I am moderating this webinar from the Treaty 6 territory, traditional lands of First Nations and Métis people.

I would also like to respectfully acknowledge the traditional, ancestral and unceded territories of the Musqueam, Squamish and Selilwitulh Nations where Saleem is calling from.

Our respectful acknowledgments to the traditional owners and caretakers of the lands from which each of you are joining us today.

Webinar Housekeeping



**This session
is being recorded**



**All participants are automatically muted and
videos turned off to avoid background
distractions**



**We encourage you
to submit your questions via
the Q & A function**



**Use the “Raise hand” feature to signal you
wish to speak during the discussion period
and you will be unmuted**



**Please contribute to discussions
thoughtfully, ensuring a positive and
supportive space for all participants**

Panel



SPEAKER

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MODERATOR

Dr. Melanie Lewis

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Agenda

Define
Psychological Safety
in the Learning and
Work Environment

Case Scenario

Discussion

Definition of Psychological Safety

Team psychological safety is a shared belief held by members of a team that it's OK to take risks, to express their ideas and concerns, to speak up with questions, and to admit mistakes — all without fear of negative consequences. As Edmondson puts it, “it's felt permission for candor.”

Gallo, HBR

Case Scenario

Morbidity and Mortality Rounds:

- Mortality of a complex patient is discussed
- One senior physician accuses the treating physician of making an error “that should not be happening in this day and age”
- The room goes silent; the comment is not addressed
- No one, in particular junior physicians, nurses, and residents, all of whom were involved in the care of the patient, speaks up to discuss the case
- After rounds are over, one resident says to another, “It’s too bad we didn’t discuss the case as we should. I just felt I couldn’t speak up. There were so many important learning points we could have discussed.....”

Psychological Safety?

- Why those low in the hierarchy do not ask for help...
- Why learners don't ask for their senior or attending to come in 'on call' to help them..
- Why learners/attendings don't admit errors
- Why those low in the hierarchy don't alert the team to an error committed by someone higher in the hierarchy
- Why we just try to put our heads down, get along, be a "good" team member and not make any waves



Definition of A Toxic Environment

One in which 'in order to thrive' within it, one must oppress others

Opposite of Toxicity: A Flourishing Environment.

**THANK YOU FOR
JOINING US TODAY**

**SEE YOU AT THE
NEXT WEBINAR**

