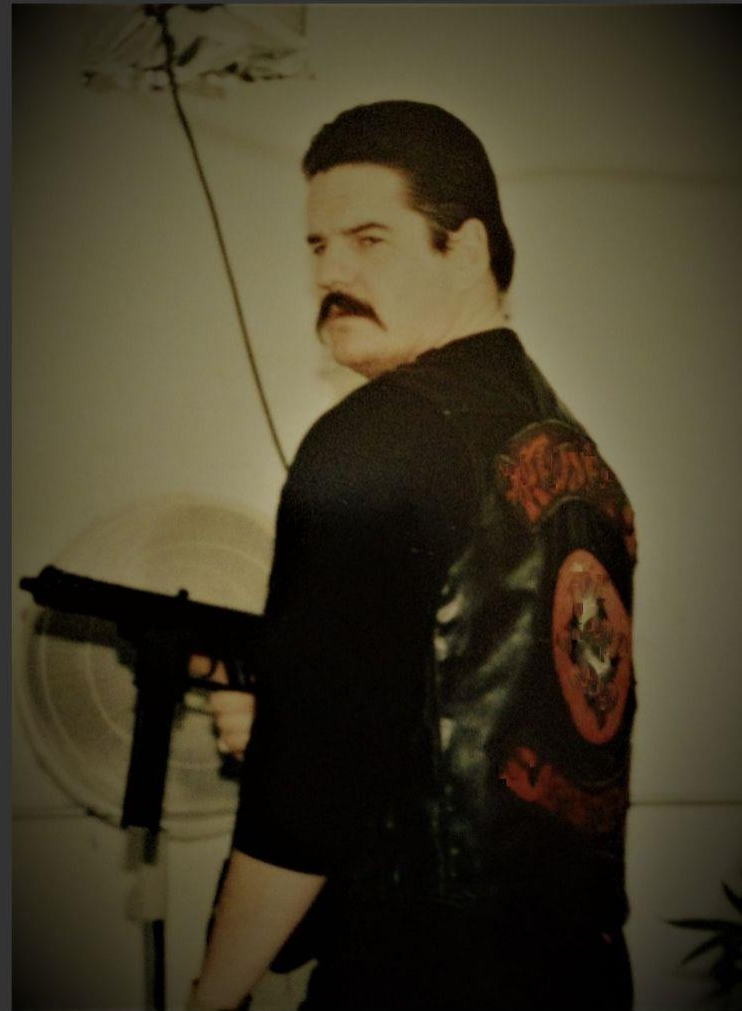


A Hitman's Guide to Psychological Safety at Work

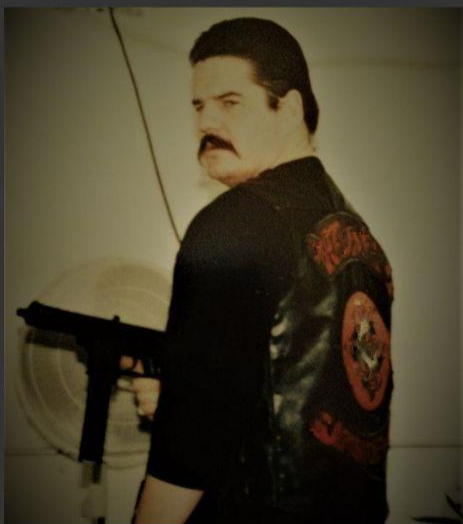
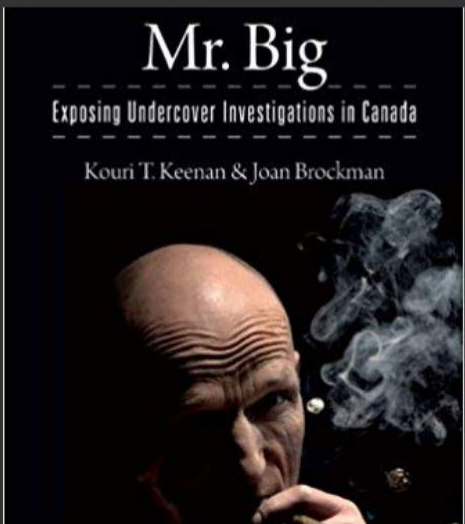
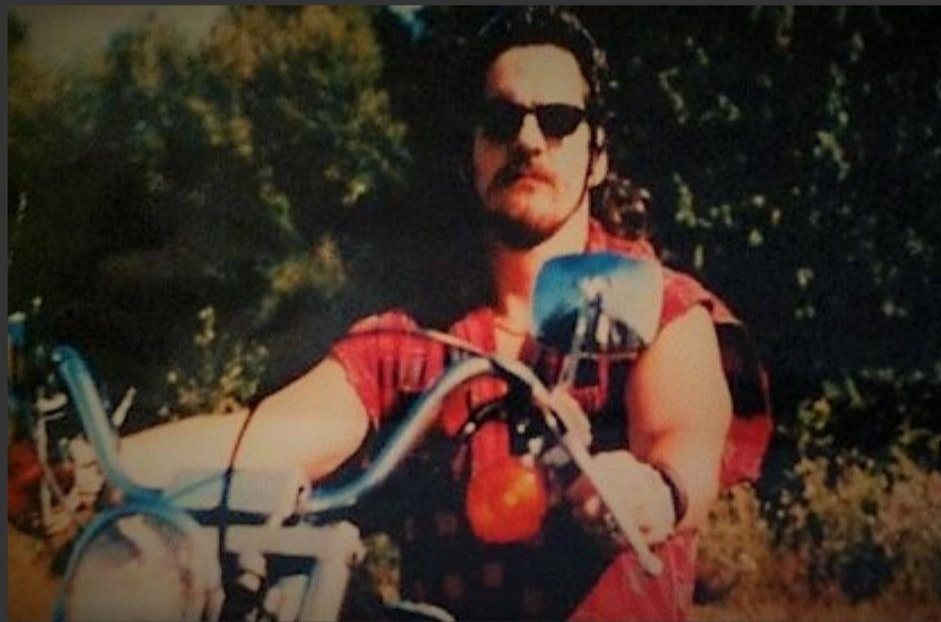
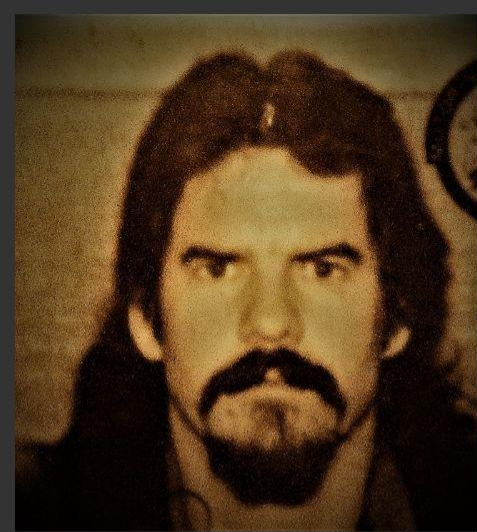
A psycho-socio-legal perspective on the evolution of
workplace safety

Bob Stenhouse - Owner / Principal - Veritas Solutions



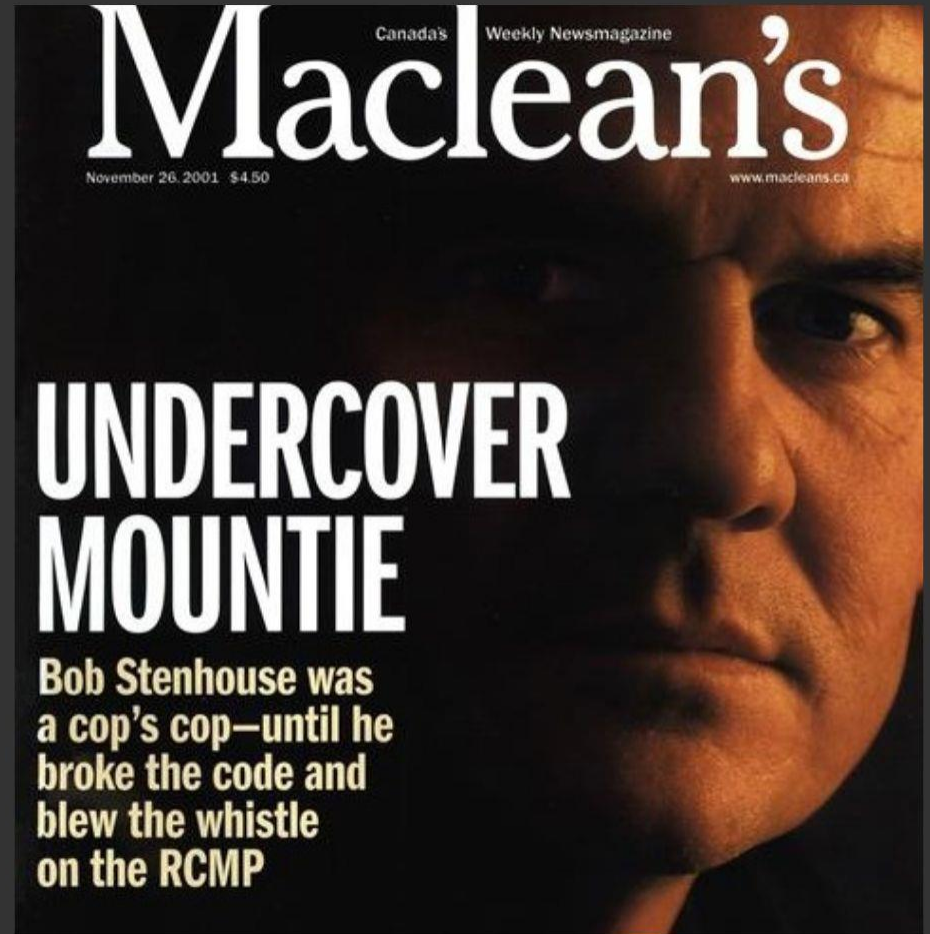
Your Mission
Should you
choose to accept!





Stenhouse
v. Canada

Federal
Court of
Canada



INSTITUTIONAL BETRAYAL

ANGER
DEPRESSION
ANXIETY
PTSD
POST TRAUMATIC STRESS INJURY
RAGE
ADDICTIONS
INSOMNIA
AVOIDANCE
POLICE
HYPER-VIGILANCE
INSTITUTIONAL BETRAYAL

DRUGS
SUICIDE
SHOCK
SHAME
NIGHTMARES
MORAL INJURY
DEPRESSION
GUILT
PSYCHOLOGICAL HARM
MICRO-AGGRESSIONS
ALCOHOL

A word cloud featuring various terms related to mental health and resilience. The words are arranged in a roughly circular shape and vary in size and color. The most prominent words are 'RESILIENCY' and 'MENTAL HEALTH'. Other significant words include 'PURPOSE', 'JOY', 'OPTIMISM', 'FAITH', 'POSITIVE', 'COURAGE', 'WISDOM', 'GROWTH', 'ATTITUDE', 'MEANING', 'POSSIBILITIES', 'LIVING', 'LOVE', 'LAUGHTER', 'COME-BACK', and 'LEARNING'. The colors used include shades of blue, yellow, pink, and green.

ATTITUDE
GROWTH
LAUGHTER
POSITIVE
COURAGE
COME-BACK
WISDOM
RESILIENCY
FAITH
LEARNING
LOVE
MENTAL HEALTH
OPTIMISM
JOY
PURPOSE
MEANING
POSSIBILITIES
LIVING

The Journey of 1000 Miles Begins with a single Step



- Increasing Psychological Safety in the Workplace is a Journey
- Awareness and Desire are the first steps on that Journey
- Knowledge, Action and Leadership Reinforcement are the following steps
- Let's Start!

Psychological Health and Safety

Psychological Health

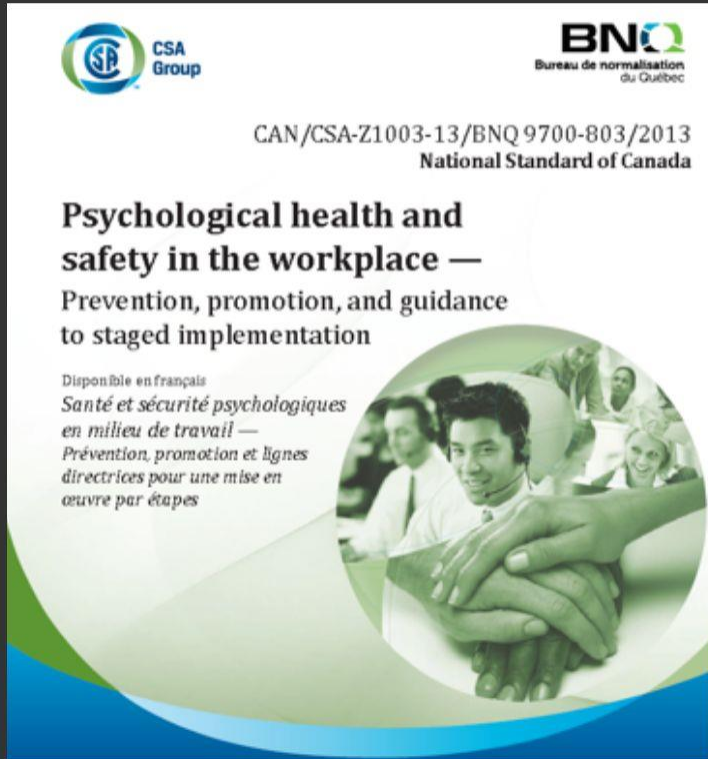
A state of well being
Cope with life stressors
Work Productively
Able to make a contribution

Psychological Safety

Absence of Harm
Or threat of Harm
To Mental Well-Being

“You cannot have psychological health without psychological safety”

The National Standard



- A workplace that promotes worker's psychological well-being and actively works to prevent harm to worker psychological health including in negligent, reckless or intentional ways

The Fearless Organization

the fearless organization

Creating **Psychological Safety** in the
Workplace for Learning,
Innovation, and Growth

Amy C. Edmondson
HARVARD BUSINESS SCHOOL

1

Psychological Safety

Team members feel safe to take risks and
be vulnerable in front of each other.

A stylized, glowing version of the Google logo. The letters are white with a vibrant, multi-colored aura (blue, red, yellow, green) that gives it a sense of energy and light.

What is Psychological Safety?

- It is not about being 'nice' (although nice is good)
- Giving candid feedback
- Openly admitting errors
- Learning from each other
- Taking risks
- Asking for help
- Voicing your views
- Safe to push back
- Mutual Accountability
- Vulnerability is embraced and protected

Consider These Statements

'Better to be safe than sorry'

'don't be a troublemaker'

'don't rock the boat'

' I don't want to be labeled a complainer'

'no-one ever got fired for silence'

'if I raise a concern I will be marked'

'keep your head down and wear beige'

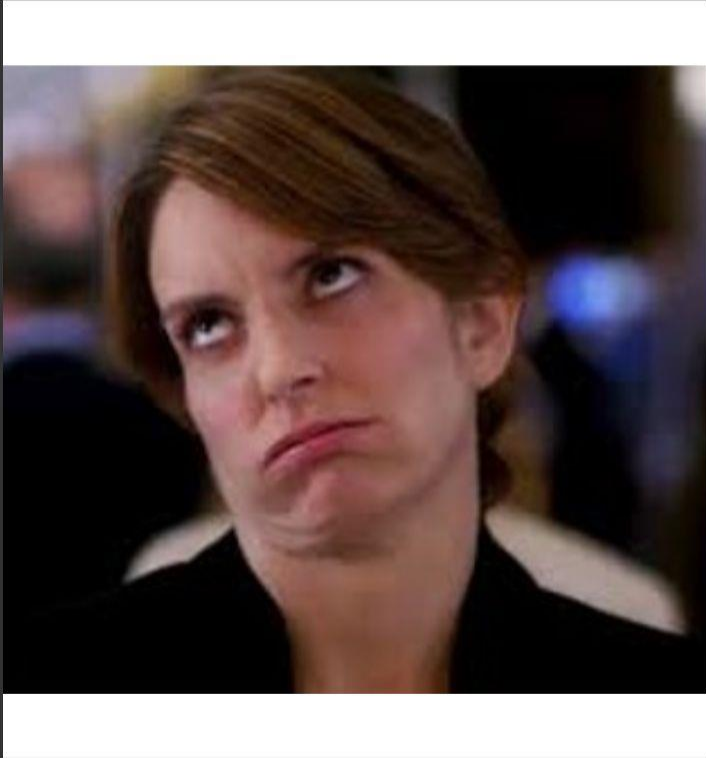
' I don't want a target on my back'

'go along to get along'

'the boss is always right'

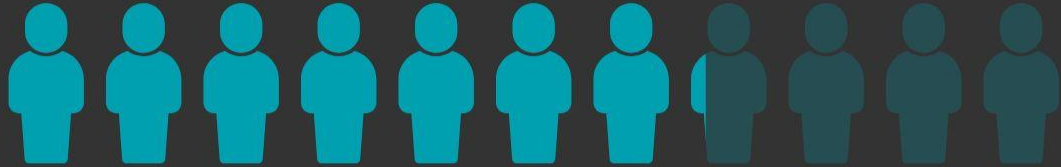
' I really need this job - though I hate it'

It is not psychologically safe when...



- Ridicule and Sarcasm
- Contempt and Hostility
- Bullying and Harassment
- Dismissiveness and Isolation
- Aggression and Slander
- Gossip, Trash Talking and Name Calling
- ... Is Normalized

65%



Have experienced harassment or bullying at work

50%



Of harassment/bullying targets suffer mental health related problems as a result

The Stats



41%

Of harassment cases reported NO attempt was made to resolve it



30%

Of Canadians say their workplace is not psychologically healthy and safe



25%

Of employees that report harassment or violence at work do not return

Human Rights Act

vs.

OHS Act (2018)

Alberta Human Rights Act

Harassment or Discrimination based on:

Race - Colour - Ancestry - Place of Origin - Religious Beliefs - Gender - Gender Identity - Gender Expression - Age - Physical Disability - Mental Disability - Marital Status - Family Status - Source of Income - Sexual Orientation

OHS Act - Harassment (2018)

Any single incident or repeated incidents of objectionable or unwelcome conduct, comment, bullying or action by a person that the person knows or ought reasonably to know will or would cause offence or humiliation to a worker, or adversely affects the worker's health and safety

The Implications



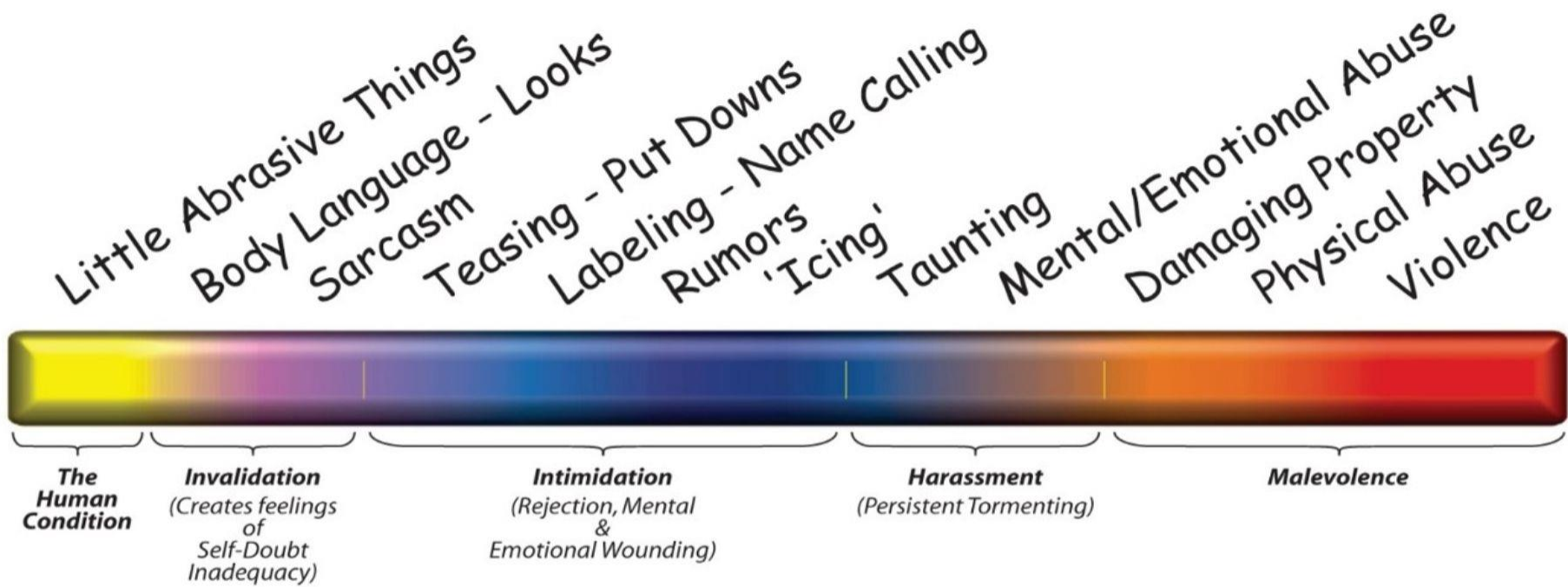
- WCB is reporting an increase of 30% - 35% approved lost time claims for harassment/workplace violence since 2017

Psycho-Socio Hazards



- Identification
- Risk Assessment
- Risk Controls

DISCOURTEOUS
BURNOUT
TEMPER COMMENTS RUDE
DEMEANING SLANDER HOSTILITY
WORKPLACE INCIVILITY
CONDESCENDING GOSSIP INSULTING
PETTY AGGRESSION TANTRUMS
'NAME CALLING' SLANDER INSTIGATOR
DEVIANC ISOLATION
DISRUPTIVE



The Spectrum of Bullying™

What is your culture Normalizing? How are you contributing?

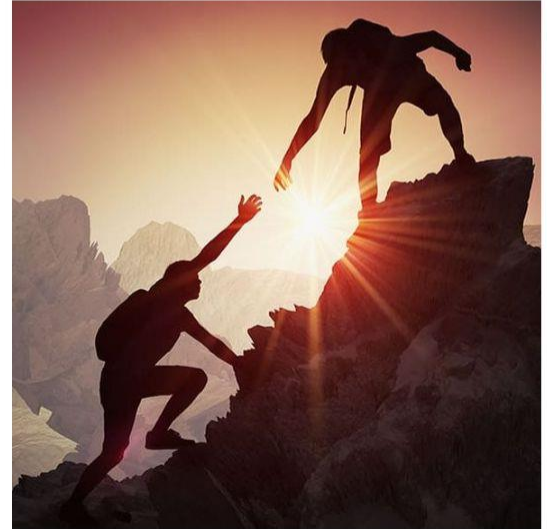
Fear - Psychological Harm

Gossip
Negativity
Cynicism
Sarcasm
Blame
Distrust
Bullying
Intimidation
Incivility
Stress
Pain



Courage - Psychologically Safe

Respect
Vulnerability
Optimism
Empathy
Compassion
Accountability
Affirmation
Trust
Civility
Kindness



Become Informed - Become Empowered

A True Story



What can you do?



- De-stigmatize mental health and injury issues
- Become informed on the issues and topic
- Become a courageous champion of psychological health and safety
- Stand up and Speak Out ! On harassment, bullying and violence in the workplace

It Takes Courage to Effect Change

YOU CAN CHOOSE
COURAGE,
OR YOU CAN
CHOOSE COMFORT,
BUT YOU CANNOT
CHOOSE BOTH.

— BRENE BROWN



Courage is the most important of all the virtues because without courage, you can't practice any other virtue consistently.

Maya Angelou

Bob Stenhouse



- Owner - Veritas Solutions
- Workplace Harassment and Violence Investigations and Training
- Corporate Training in Psychological Safety and Harassment Prevention
- Leadership and Culture transformation
- Contact me on LinkedIn!
- <http://veritassolutions.net>