



CENTRAL BANK OF EGYPT  
Egyptian Banking Institute

# PSYCHOLOGICAL SAFETY



**Course Description:**

The concept of psychological safety has garnered significant attention across various disciplines such as psychology, behavioral management, leadership, teams, and healthcare. Empirical research, exemplified by studies like those conducted by Edmondson and Lei (2014), highlights the crucial role psychological safety plays in enhancing workplace effectiveness. This phenomenon has consistently been associated with fostering collaboration and participation towards common goals. Moreover, it empowers teams and organizations to cultivate a culture of learning and performance. In contemporary times, the importance of psychological safety has heightened as organizations increasingly prioritize learning and innovation within their structures.

**Target Audience:**

This course is designed to help middle and senior managers in the banking field or any other business field.

**Course Objectives:**

By the end of the course, participants will be able to:

- Recognize the concept of psychological safety in the workplace.
- Discuss science behind psychological safety
- Describe the key components of psychological safety for the team.
- Apply communication techniques fostering psychological safety.
- Demonstrate the leadership role in creating psychological safety
- Examine tools to manage conflicts and develop resilience.
- Discuss psychological safety initiatives through the best practice.
- Create a personalized action plan to embed psychological safety in the office.

**Course Outlines****Day One: Understanding Psychological Safety****Module 1: Introduction to Psychological Safety**

- Definition of psychological safety in the workplace
- Importance of psychological safety for team performance and innovation
- Historical background: origins, development, and key contributors

**Module 2: The Science Behind Psychological Safety**

- Research findings and evidence supporting the concept of psychological safety
- Exploring the impact of psychological safety on employee engagement, motivation, & retention
- Case studies demonstrating successful implementation of psychological safety in organizations

**Module 3: Key Components of Psychological Safety**

- Trust: building trust within teams and fostering open communication
- Respect: creating an inclusive & supportive environment where diverse perspectives are valued
- Vulnerability: encouraging authenticity and willingness to take risks without fear of judgment

**Module 4: Practical Exercises and Tools**

- Role-playing scenarios: addressing challenging situations and promoting constructive feedback
- Team-building activities: strengthening bonds and fostering a sense of belonging
- Assessment tools: identifying areas for improvement and tracking progress

## Day Two: Implementing Psychological Safety in the Workplace

### Module 5: Leadership's Role in Creating Psychological Safety

- Role modeling: leading by example and demonstrating vulnerability as a strength
- Communication strategies: effective ways to communicate expectations and provide feedback
- Empowering teams: encouraging autonomy and empowering employees to voice concerns

### Module 6: Overcoming Challenges and Barriers

- Recognizing and addressing common obstacles to psychological safety
- Strategies for managing conflict and resolving interpersonal issues within teams
- Building resilience: developing coping mechanisms & fostering a culture of learning from failures

### Module 7: Case Studies and Best Practices

- Real-world examples of organizations that have successfully implemented psychological safety initiatives
- Lessons learned and best practices for adapting strategies to different organizational cultures and contexts

### Module 8: Action Planning and Next Steps

- Developing a personalized action plan for implementing psychological safety practices within participants' teams
- Identifying specific goals, milestones, and accountability measures
- Resources and support available for ongoing learning and development

## Course Duration

2 Days - 16 hours

09:00 AM – 5:00 PM

## Delivery Method

In-Class

## Assessment Strategy

- Participation
- Group Exercise
- 60 % Cut of a score of total grades which is "100"

## Course Language

- Material: English
- Instruction and Explanation: Bilingual (AR<>EN)

HOTLINE  
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*One number to better serve you!*

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