

Psychological Safety “LEVEL 1”

Leadership Development



9052



In-Class



16 hours

Course Description:

The concept of psychological safety has gained considerable attention across a range of disciplines, including psychology, behavioral management, leadership, team dynamics, and healthcare. Empirical research, most notably the work of Edmondson and Lei (2014)—underscores its critical role in enhancing workplace effectiveness. Psychological safety is consistently linked to improved collaboration and active participation toward shared objectives. Furthermore, it enables teams and organizations to foster a culture that supports continuous learning and high performance. In today’s rapidly evolving landscape, the importance of psychological safety has become even more pronounced, as organizations increasingly emphasize innovation and adaptability within their operational frameworks.

Target Audience:

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

Course Objectives:

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

Course Outline

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 the 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 2: 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

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- 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 are available for ongoing learning and development

Assessment Strategy:

Participants will be informally assessed based on their interaction during sessions and their participation in group exercises.

Course Language:

English Material
Bilingual Explanation

Prerequisites

N/A

Instructor Biography:

Dalia Saleh

An effective communicator with a proven record of success, able to transform organizations' strategies into concrete action plans in innovative and collaborative ways. A negotiator with the ability to establish partnerships and resolve complex issues. A versatile, flexible, and dynamic proven performer with diversified experience in local, multinational, and governmental entities.

Specialized in people development & interpersonal skills enhancement, business communications and consultancies, and/ or customer service, with the aim of creating value and improvement for the organization.

- Managed and implemented the project of drafting a Strategic Plan and boosting its implementation for National Automotive Company and MEEM Foundation – (2021).
- Managed and implemented the project of drafting a Strategic Plan and boosting its implementation for the Egyptian Banking Institute (2016).

- Ongoing contribution in boosting the self-confidence and enhancing the presentation, public, speaking, and leadership skills of people in Egypt and the Gulf Region (2009 till present).
- Managed to build a strong network of local and multinational investors by managing and executing after-sale and after-sale service of 70% of industrial lands in a 3 million m2 industrial park on the 6th of October despite the post-revolution recession (2012/2013).
- Facilitated the internal communication process between P&G & JLL headquarters and other stakeholders In MENA region, USA and UK and built a good business relationship with P&G Egypt building Landlord. This has enabled JLL team to implement a facilities project that was stagnant for three years and finalize it in four months with 15% savings from original cost by exploring different solutions (2010).
- Managed to generate 8% return to P&G from recycling papers which was donated to community service organizations as part of the company's CSR efforts (2010).
- Established the Communications department – which did not exist in the past- in Union National Bank Egypt in 3 months and prepared the Corporate Image Building Plan of the bank in coordination with the headquas in Abu Dhafor, which had set the way to all future communication activities in Egypt (2007/2008).
- Developed the Internal Communications & PR Plan for BanqueMisr as part of the overall Marketing Communications Plan which resulted in a total revamp of the brand in the Egyptian Market (2006/2007).
- Played a pivot role in maintaining professional Internal & External Communications during the acquisition of Misr International Bank and its merger with National Societe Generale bank in 2006.
- Undertook the responsibility to manage and coordinate the logistics of organizing the bi- annual meetings for Misr International Bank's employees (1500) to create a new line of communication internally between the staff and the management, to align the teams on the bank's strategic plan (2004).
- Implemented the External Image building plan for MIBank through various media (TV, radio, outdoors, press, PR) (2005)

Current Position:

Strategic Management & Business Development Consulting – Private Business



CENTRAL BANK OF EGYPT
Egyptian Banking Institute

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Education:

- August 2022 Certified Crucial Conversations Trainer – Brainquill
- October 2015 Certified Dale Carnegie LTM trainer
- September 2013 Certified Master Practitioner of NLP/TLT – American Board of NLP
- September 2012 Certified Chartered Institute of Environmental Health (CIEH) Trainer
- September 2009 Certified Dale Carnegie Trainer
- August 2007 Associate CIM Member - Chartered Institute of Marketing Diploma
- September 2002 MIBA (Master of International Business Administration) through the Operational Unit for Development Assistance (OUDA) in cooperation with the École Supérieure
- Libre des Sciences Commerciales Appliquées “ESLSCA”