

# Psychological Safety “LEVEL 2”

## Leadership Development



9053



In-Class



8 hours

### Course Description:

This training program is designed to equip participants with the knowledge and skills required to establish and sustain a psychologically safe environment within their teams. By examining the core dimensions of psychological safety, including inclusion safety, learner safety, contributor safety, and challenger safety, participants will learn to promote open communication, build trust, and strengthen collaboration. Through interactive discussions, practical exercises, and real-world case studies, participants will develop actionable strategies to foster a team culture in which individuals feel safe to share ideas, express vulnerabilities, and take risks without fear of reprisal or negative consequences.

### Target Audience:

Team leaders, managers, HR professionals, and anyone looking to improve team dynamics and enhance overall performance through psychological safety.

### Course Objectives:

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

- Explore the four stages of psychological safety in the workplace
- Classify leadership behaviors needed to build psychological safety
- Compile hands-on practical activities
- Practice advanced communication/relationship-building techniques

### Course Outline

#### Module 1: Inclusion Safety

- Explore ways to share vulnerabilities
- Examine techniques for building relationships

#### Module 2: Learner Safety

- Identify barriers to learning in teams
- Determine tools to share past mistakes and lessons learned

#### Module 3: Contributor Safety

- Discuss feedback techniques that enhance psychological safety
- Assess coaching approaches based on different personalities

### Module 4: Challenger Safety

- Assess a different method of sharing different opinions
- Estimate ways to entertain disruptive ideas

### 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).

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- 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

### Education:

- August 2022 Certified Crucial Conversations Trainer – Brainquil
- 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”