

# Psychological Safety & Safety Culture

**Created by:** Ming-Ka Chan MD MHPE FRCPC, University of Manitoba; Anne Matlow MSc MD FRCPC, University of Toronto (for the Royal College CanMEDS Leader Role Tool Kit).

---

## Workshop Preparation / Materials Needed for IN-PERSON DELIVERY:

1. Facilitators – ideally 1 person for every 6-8 participants (minimum 2) depending if wish to have groups interact with table facilitator
2. Slide deck, lesson plan
3. Handout (1 per person)

## Workshop Preparation / Additional Materials Needed for VIRTUAL/HYBRID DELIVERY:

1. Access to video conferencing platform that has the ability to create breakout rooms (i.e. Zoom). Depending on the platform, you might want to recommend that participation be on a computer to ensure full technological capabilities.
2. Follow best practice for virtual delivery e.g. camera at eye level; no rustling papers
3. Practical tips
  - a. sign on to test system ahead of session including audio visual capabilities
  - b. consider leaving time to educate audience about tech education tools
  - c. ensure that the video conference platform is up to date.
4. Minimum 2 facilitators (second person can help with tech e.g. breakout rooms and moderate chat)
5. Pull out chat onto second screen or consider using 2 devices (ensure second device has sound off and a pair of headset inserted to prevent echo)
6. Figure out how to get the worksheet to participants ahead of time or during the workshop. Having on google drive/dropbox and then sharing the link is a good option.

**Note:** See [11 Tips for Virtual Teaching](#).

Time	Activity	Slides	Notes
(0 mins)	Title Slide on Workshop	1-2	<u>First slide has notes re how to use slide deck.</u>
(10 mins)	Opening/Introduction <ul style="list-style-type: none"> <li>• Land Acknowledgement</li> <li>• Acknowledgements</li> <li>• Conflict of Interest</li> <li>• Safe &amp; Brave Space</li> <li>• Consider Social Media Amplification (set hashtag</li> </ul>	3 - 9	<u>Set-up</u> In-person - use hands up to scan room for role/program etc. If national or international may want to ask about geographical setting.  VIRTUAL/HYBRID:



	<p><b>#PsychologicalSafety</b> <b>#SafetyCulture)</b></p> <p>If virtual/hybrid: Code of conduct e.g. muted microphone, Cameras on and consider intro to your tech tools</p> <p>Objectives</p>		<p>Suggest screen name change to include Role (e.g. resident, faculty...) and introduce within chat. Other option is to use platform polling or other polling software</p>
(5 mins)	<p><b>Introduction</b></p> <p><b>Definitions - safety culture, psych safety, speaking up</b></p> <p><b>Instructions: see notes section</b></p>	10 - 14	<p><b>(VIRTUAL/HYBRID:</b> Observe from within breakout groups - if have sufficient 'table' facilitators. Otherwise can be disruptive if you are jumping in and out of rooms)</p>
(5-15mins)	<b>M &amp; M rounds activity re psych safety</b>	15	
(5 mins)	<b>Impact of Psych safety or lack thereof</b>	16-19	
(3 mins)	<b>Questions</b>	20	
(5-10mins)	<b>Four Stages of Psych Safety – Tool</b>	21-23	
(3 mins)	<b>Questions</b>	24	
(10-15 mins for activity with 5-10 min for debrief)	<p><b>Activities: Choose from following</b></p> <ol style="list-style-type: none"> <li>1) Case discussion with debrief <ol style="list-style-type: none"> <li>a) whole group do one case</li> <li>b) half of groups do one case and other half do another</li> </ol> </li> <li>2) Small group chat with debrief</li> <li>3) Triz - creating worse case scenario, check in with reality and moving forward</li> </ol>	25-29	<p>Smaller the group, more in-depth discussion within group with more complex debrief.</p> <p>Larger groups means you can hear from all groups but have less time with small group time.</p> <p>Triz may take the most time - would stay in large group unless have sufficient facilitator to run triz within the breakout rooms. Each of 3 phases would need at least 10-15 minutes. Sometimes can focus on first phase only.</p>
(10 mins)	<p><b>Wrap-up / Questions</b></p> <p><b>Debrief overall session</b></p> <ul style="list-style-type: none"> <li>● <b>commitment to change</b></li> <li>● <b>one lesson learnt</b></li> </ul> <p><b>Feedback Options:</b></p> <ul style="list-style-type: none"> <li>● <b>One thing that went well, One thing to tweak/change</b></li> </ul>	30-37	<ul style="list-style-type: none"> <li>- Check in to see if any further questions or areas of uncertainty</li> <li>- Revisit objectives</li> <li>- Share twitter quotes if applicable</li> <li>- Invite questions, comments and feedback</li> <li>- Ask participants to complete evaluation</li> </ul>



	<p><b>Evaluation:</b> Have link ready to post in chat and share on slide along with QR code of evaluation. Build your own, or use the following: <a href="https://survey.alchemer.ca.com/s3/50141832/Psychological-Safety-Workshop-Evaluation">https://survey.alchemer.ca.com/s3/50141832/Psychological-Safety-Workshop-Evaluation</a> (<b>Note:</b> Should you wish to receive a copy of the results, please email us at <a href="mailto:canmeds@royalcollege.ca">canmeds@royalcollege.ca</a>)</p> <p><b>References</b> - can be displayed and/or provided on handout</p> <p><b>Thank you/Contact information</b></p>		
--	--	--	--