

CAREER POWER-UP SERIES

FUTURE-READY MANAGERS

*You as a Manager:
Connect and communicate to enable Psychological Safety*

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BEFORE WE BEGIN

Today's facilitators



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Zoom – Housekeeping Rules



You are muted by default

The chat function is disabled.



Questions?

Please submit them through
the Zoom Q&A button.



This session will be recorded

The recording and presentation
will be available on:
[Future Ready Managers Series](#)

Today's Session Agenda

1. Introduction to the Future-Ready Managers: Career Power-Up Series

2. Why important

3. Concept, definitions

4. Activities and reflection exercises

5. Your commitments

Manager's basket

Each session in the series introduces one tool from the manager's basket - connecting a practical capability to a memorable metaphor that sticks.



Trowel

Self-awareness



Rake

Growing your team



Pruning Shears

High-performing teams



Watering Can

Communication & networking



Planning Map

Strategic thinking



Weather Station

Future skills & upskilling



Communication and Psychological safety

What you will be able to do:

- Explain the concept of psychological safety and **how it is impacted** by communication habits
- Recognize **communication behaviors** that may hinder or promote psychological safety
- Practice **formulating prompts** that foster trust, openness and respect within teams and with partners



What is psychological safety and why it matters

Psychological Safety is the belief that the work environment is safe for interpersonal risk taking
(Amy Edmondson)

- **Feeling safe to speak up**
- **Share ideas**
- **Asking questions**
- **Admitting mistakes without fear of humiliation**

Leadership is about making others better as a result of your presence and making sure that impact lasts in your absence.

—
SHERYL SANDBERG

Why it matters for you, as a leader?

Reflection

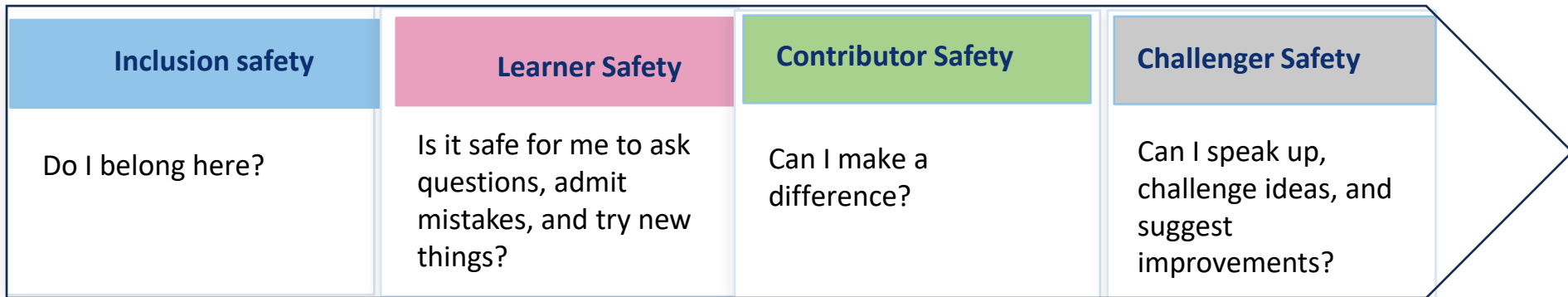


1. Scan the QR code or open the Slido link shared in the chat.
2. Share your thoughts:
 - What does psychological safety in a team mean to you?
 - Why are people afraid to speak up?



Definition of Psychological Safety

Timothy R. Clark's Four Stages of Psychological Safety



[Psychological Safety Assessment and Action Framework](#)



Sources:

[Brave Conversations course](#) on UN Campus

[Let's Speak-up Card Game](#)

Scenario

1. View the video (2'30)
2. Engage in the poll: how well is the manager doing in creating psychological safety for his team?

What communication behaviors support or undermine psychological safety?

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- **Blaming or shaming people for mistakes:** *“Whose fault was that?”*
- **Ignoring input or speaking over others:** *“That’s ok [interrupting] but I think the issue is...”*
- **Dismissing concerns as “overreactions” or “not important”** (*“This is not a big issue—let’s not overcomplicate things”*)
- **Public correction or retaliation** (*That’s incorrect—you clearly didn’t understand the instructions”*)



What communication behaviors support or undermine psychological safety?



- **Encouraging inputs** *OK things did not go as planned. What can we learn from this?*
- **Setting expectations for respectful dialogue:** *All contributions are welcome in this meeting.*
- **Remaining curious, inviting dissent, using inquiry:** *I had not thought about that, tell me more*
- **Being mindful of different ways your team may want to share ideas or opinions :** *would you like to meet bilaterally on this?*

Key Insights

Communication habits create the conditions where people feel included, safe to learn, safe to contribute, and safe to challenge the status quo.

Psychological safety is not about being nice or being always in agreement: disagreements and misalignments are a normal part of collaboration.

Psychological safety is created or destroyed in everyday communication.



Activity # 1

Click on the link shared in the chat and open the Padlet. Post how you would respond to each situation as the team leader.



Activity # 2

Click on the link shared in the chat and open the Padlet. Post how you would respond to each situation as the team leader.

Time to Discover Your Tools

You will now discover the tools we've prepared for you.

Worksheet

- 01 Communication and Psychological Safety in Team Meetings: Good practice and prompt checklist

Diagnostic online tool

- 02 Free online resource to assess Psychological Safety in your team
[Psychologically Safe Team Assessment](#)





Your commitments

Review the Worksheet, then take a moment to reflect:

- What will you **continue doing**, to improve psychological safety of your team?
- What will you **stop doing**?
- What will you **start doing/do differently**?

Key Takeaways

Takeaway 1

Open communication fosters learning. Sharing perspectives—especially when they differ—helps teams uncover blind spots and grow together.

Takeaway 2

Small shifts make a big difference. Simple behaviors—such as **rephrasing, acknowledging contributions, or pausing to reflect**—can significantly impact how safe others feel



Share your feedback

Your feedback helps us improve the series.
Please take 2 minutes to complete the survey.

Participant survey: Future Ready
Manager - Career Power-up Hour



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SERIES

Thank You!

See you at the next session!

