**COE Learning Network:** Establishing and Maintaining Psychological Safety

**Presenters:** Bill Stauffer

**Date and Time:** 10/19/22-12:00-1:15 pm

**Location:** Virtual Training (on Zoom)

**Host:** University of Pittsburgh, School of Pharmacy, Program and Evaluation Unit (PERU)

**Target Audience:** Centers of Excellence Leadership and Staff

**Training Objectives:**

* Describe what Psychological Safety (PS) means
* Discuss why PS is important in our work settings
* Discuss some of the facets that lead to people perceiving a lack of safety
* Describe why feeling safe is vital for both patients and staff
* Discuss ways to increase PS for both the staff and persons served.

**Agenda:**

1. Welcome, Introductions, Training Objectives
2. History and Background
   1. Definition of PS
   2. Organizational change
   3. Hallmarks of PS
   4. Building PS
3. Factors Impacting PS
   1. Leadership and culture
   2. Team dynamics
   3. The impact of COVID 19
   4. Discussion Questions
4. Assessing and Strengthening PS
   1. Maslow’s Hierarchy- Job satisfaction
   2. Observational measures
   3. PS culture
5. Implications for Peer Support
   1. Peer roles
   2. The role of supervision
   3. Relationship skills
6. Organizational Considerations
   1. Recovery orientation
   2. Developing knowledge and skills
   3. Growth-focused
   4. How our stories can be used moving forward
   5. Discussion questions
7. Moving Forward
   1. Retention
   2. Recovery capital
   3. Elements that improve care
8. Questions

**Post Test Questions:**

1. Psychological safety is:
   1. something that cannot be assessed
   2. a natural result of good leadership
   3. **related to risk-taking in the workplace**
   4. engagement at work
2. True or **False**: COVID 19 had no impact on the healthcare workforce’s psychological safety
3. It is the role of a peer supervisor to:
   1. educate others in the workforce about peer support roles and practices.
   2. create opportunities for peer support workers to interact with other team members.
   3. work with leadership to create more optimal working conditions for peer workers.
   4. **All the above**
   5. None of the above
4. Please place the following professional competencies in the order they have been demonstrated to occur with psychotherapy trainees.
   1. ability to articulate a personal theory of psychotherapy
   2. skills for building rapport with the patients
   3. skills in specific therapeutic techniques and interventions

(correct order b, c, a)

1. True or **False**: When you focus on strengths you ignore problems.

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