











Creating a Safe Space to Speak Up

Psychological safety is a key component of our success at Kaiser Permanente. Psychological safety is knowing you can share your ideas freely without fear of ridicule or shame. It's up to all of us to promote psychological safety, so that everyone on our team feels empowered to offer ideas for making Kaiser Permanente better — and safer.

TIPS FOR SPEAKING UP

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START SMALL. It gets easier with practice.
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ASK QUESTIONS. You'll get more comfortable speaking up if you start by asking others to say more about points they've made.
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GET ADVANCE SUPPORT. Find someone on your team who shares your point of view. Knowing they stand with you will make it easier for you to speak up in a meeting.
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BE SELF-AWARE. Be mindful of your body language and tone. Practice humility.
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BE PRESENT. Focus on the conversation and avoid multi-tasking. Actively listen and make eye contact to show connection.
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BE RESPECTFUL. Wait your turn to speak. Remember that everybody has an equal voice on the team.
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TAKE THREE DEEP BREATHS. Deep breathing relaxes your body and reduces fear.
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OFFER SOLUTIONS, NOT JUST PROBLEMS. Your manager and team members will be more receptive if you put in the time and effort to find solutions.

TEAM ACTIVITY

Review the [How-To Guide: Make the Workplace Safer](#) with your team. Review the tools and resources, and find checklists for specific departments that target common hazards in those areas. Discuss solutions and next steps. Encourage everyone to voice their opinion and be part of the process.

SMARTIE Goal:

"We will increase our department Safety Conversations or Safety Stops from 3 to 15 a month by October 31."

Make this goal **Inclusive** by making sure all staff, on every shift, is aware of this goal and engaged in the process of reaching it.

Make it **Equitable** by sharing this best practice with other departments to ensure members of every team feel secure and empowered to Speak Up for Safety.

