



Psychology of Safety

The Foundation of Team Trust

What Is Psychological Safety?



A psychologically safe workplace means everyone feels comfortable speaking up about safety concerns and sharing ideas, questions, or mistakes without fear of embarrassment, retaliation, or punishment. When you feel safe to express yourself authentically, your whole team learns faster, collaborates more effectively, and drives stronger organizational performance.

Why Psychological Safety Matters

Safer Worksites



Encourages reporting of potential hazards before they become incidents.

Connected Crews







Strong communication enhances team problem solving ability and promotes trust on the route, shop floor, landfill, or facility.

Value



When everyone feels valued, heard and supported it creates a mutual respect

How to Build Psychological Safety

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Ask for Input
 Don't be afraid to ask, "What am I missing?" or "Is there anything I could do better to make this work smoother?"
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Show Appreciation
 When someone speaks up about a concern or a mistake, listen, say thanks, and stay curious instead of getting defensive.
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Keep it Respectful
 Have real, honest conversations where everyone's perspective counts—no eye-rolling, no shutting people down.
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Own Mistakes
 Mistakes happen. Own them, fix them, and share what you learned so the next person doesn't get hurt.

PSYCHOLOGICAL SAFETY ISN'T ABOUT AVOIDING CONFLICT. IT'S ABOUT ENGAGING IN HONEST, PRODUCTIVE, AND SOMETIMES CHALLENGING DISCUSSIONS THAT PUSH THE TEAM FORWARD.