

Psychological safety

key factor for successful collaboration teams





Eizo Nishime

Senior Engineering Manager

[linkedin.com/in/eizonishime](https://www.linkedin.com/in/eizonishime)

medium.com/@japoneizo

speakerdeck.com/japoneizo

github.com/japoneizo

quin.to/carreiras
#joinus

// Summary

- Leadership
- Team formation
- Psychological safety
- SBI (Situation, Behavior and Impact)
- Effective 1:1s
- Some of my lessons learned

// Psychological safety

Leadership



QUINTOANDAR

LEADERSHIP

Lead by example

Leadership is earned, not given



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As a leader, you need to adapt yourself

People are different and each team will be different, you may not work well as leader if you don't realize that



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Don't make your team dependable of you

You should be a gate opener, not a gatekeeper



None of us is as smart as all of us

Really, probably no one here is more valuable than a good team



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There is no black box solution

But there are tools and frameworks that help us in this path



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Do effective meetings with your team

With your team's help, build rituals and meetings that makes sense to them and for you

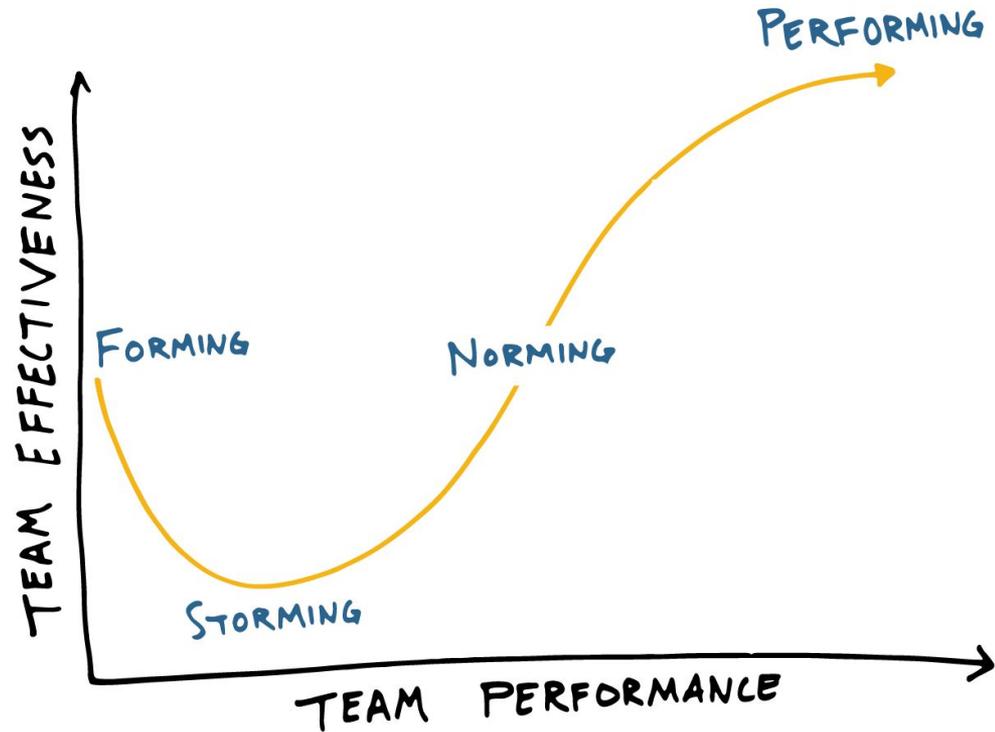


// Psychological safety

Team formation



4 stages of team formation



// Psychological safety

Psychological safety



**Team members
feel safe to take
risks and be
vulnerable in
front of each
other**



No blaming, more accountability

We will make mistakes and we need to be accountable for them



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We will make mistakes and we need to be accountable for them

Promote collaboration not competition

We are different, we have different backgrounds and we will achieve our goals differently



PSYCHOLOGICAL SAFETY

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Foster ownership

It's not my problem or theirs, it's ours



Everyone fails

Admit you and everyone around you are allowed to fail



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Effective 1:1s

Periodically meetings to check team's progress and evolution



PSYCHOLOGICAL SAFETY

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SBI

Situation, behavior and impact



Psychological Safety & Accountability





SBI (Situation, Behavior and Impact)



SITUATION



During yesterday morning's team meeting, when you gave your presentation...



SITUATION



During yesterday morning's team meeting, when you gave your presentation...

BEHAVIOR



you were uncertain about two of the slides and your data and numbers were incorrect



SITUATION



During yesterday morning's team meeting, when you gave your presentation...

BEHAVIOR



you were uncertain about two of the slides and your data and numbers were incorrect

IMPACT



I felt embarrassed because the entire board was there. I'm worried that this has affected the reputation of our team



Effective 1:1s



It's not a project sync

You can do that in other moment, using other tools



It's not a project sync

You can do that in other moment, using other tools

Happiness

As manager, don't assume everyone is happy just because no one is complaining



EFFECTIVE 1:1s

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You can do that in other moment, using other tools

Happiness

As manager, don't assume everyone is happy just because no one is complaining

Set goals

Performance review shouldn't be a surprise if 1:1s are effective



Ask for your team to bring items to improve

It's their career, they will build their path, your mission is help and guide them



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Follow up

Review your notes and talk about progress



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It's their career, they will build their path, your mission is help and guide them

Follow up

Review your notes and talk about progress

Talk about strengths and weakness (including yours)

You should understand your team, their expectations, their motivation and the timing of their career



Listen

Listen more than you talk, earn the trust of your team and absorb their frustrations and expectations



EFFECTIVE 1:1s

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Empathy

Put yourself in their shoes



EFFECTIVE 1:1s

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Listen more than you talk, earn the trust of your team and absorb their frustrations and expectations

Empathy

Put yourself in their shoes

Open your heart

Be honest with your feelings and say what's bothering you. Keeping it to yourself will lead to more frustration



Some of my lessons learned



LESSONS LEARNED

Empower your team

Give them space to learn, take more responsibility and celebrate their achievements



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Delegate

Sometimes it's hard, but failing in this point you will feel overwhelmed, and at worst, you'll become a bottleneck



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Act quickly and decisively

You need to make the decision and move on to the next thing even if it's the wrong decision



LESSONS LEARNED

Trust your team's decisions

Keep track on them and why, but don't centralize all decisions on you



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Promote diversity

Diversity leads to better team decisions



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Promote diversity

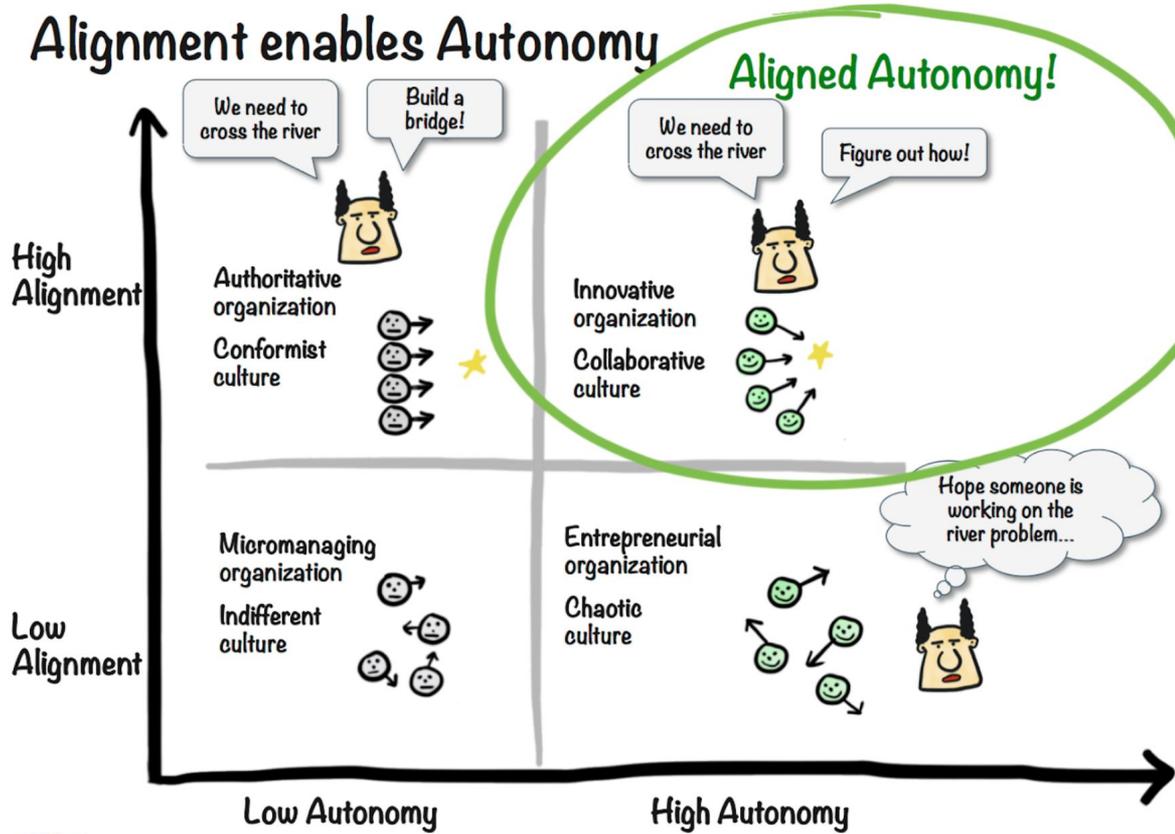
Diversity leads to better team decisions

Autonomy with direction and alignment

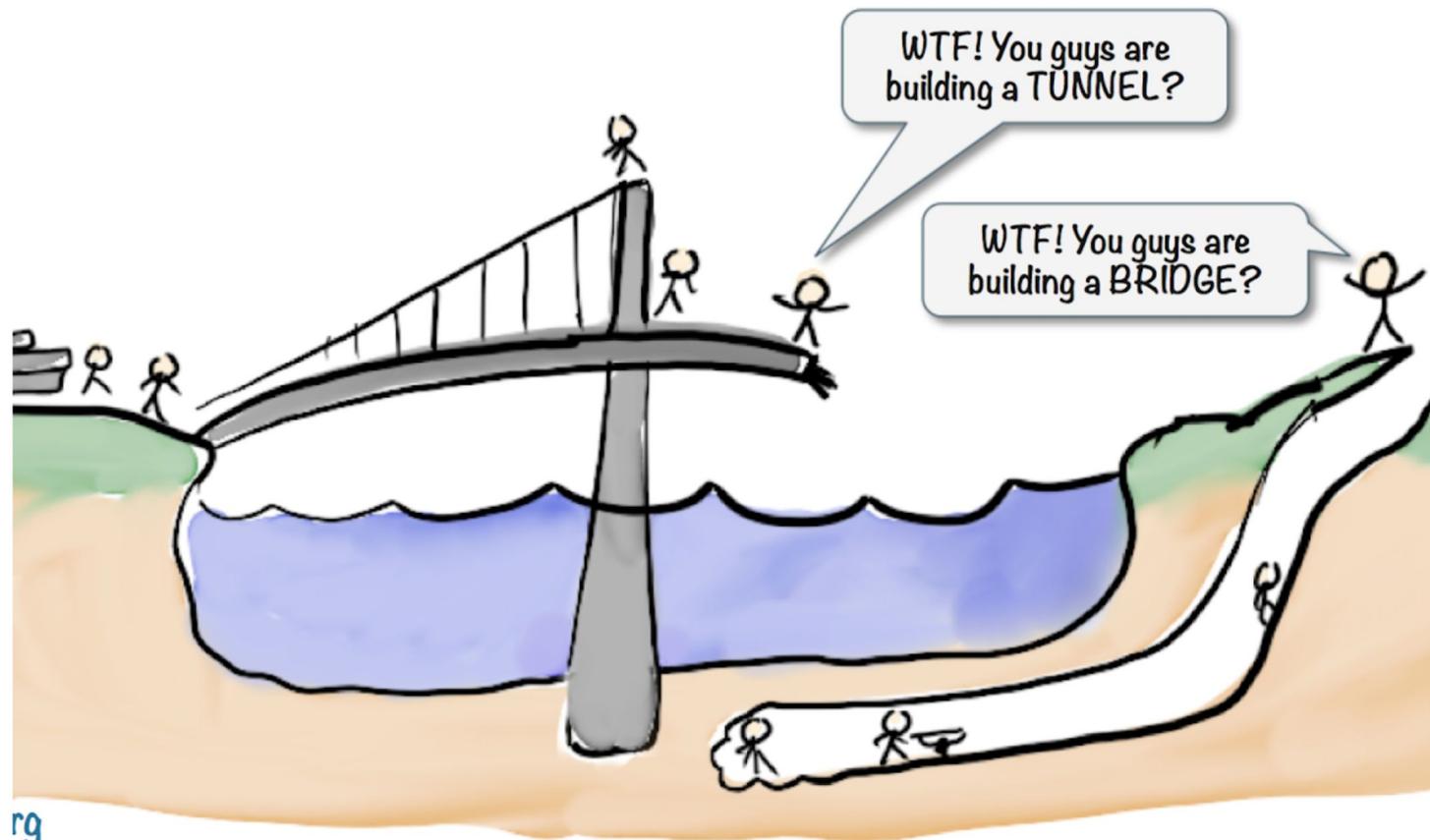
Autonomy without direction is anarchy and chaos



Alignment enables Autonomy



Misalignment

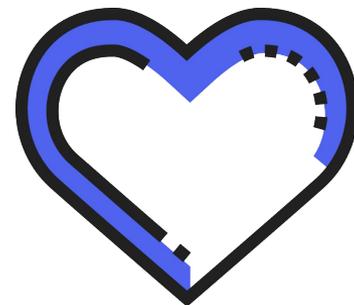


One last thing





Enjoy
the
journey





Questions?





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