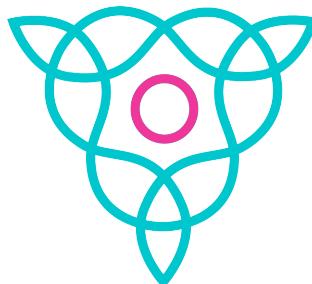


Psychological Safety and mental health in times of crisis

Gitte Klitgaard, Native Wired
Agile 100 Online Conference

31rst of July 2020



Me and why I speak of this



Pronouns: She/her



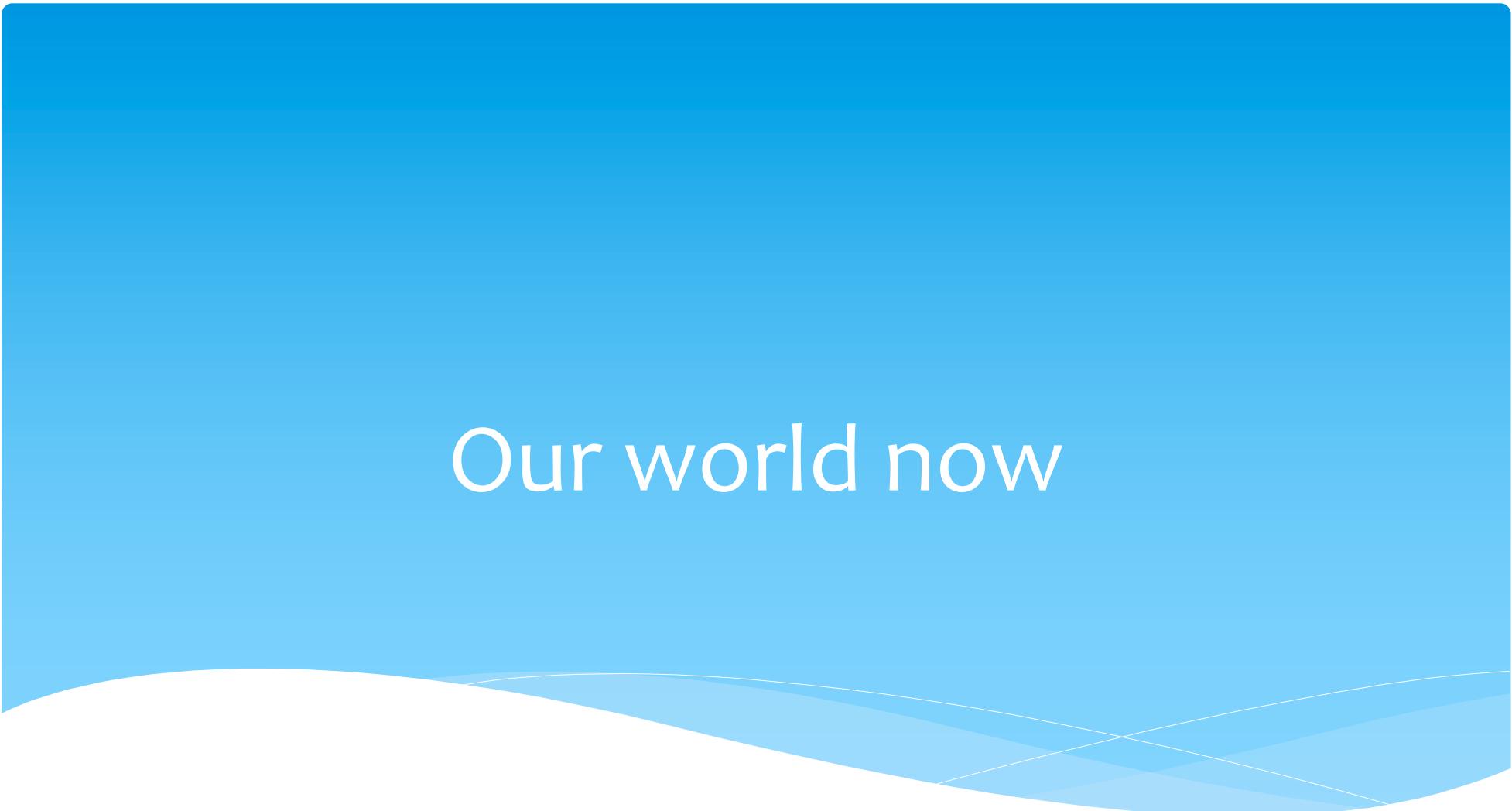
@nativewired



So what is psychological safety and why is it important?

Very short introduction to psychological safety

- * "Psychological safety is being able to show and employ one's self without fear of negative consequences of self-image, status or career" (Kahn)
- * "Psychological safety is a belief that one will not be punished or humiliated for speaking up with ideas, questions, concerns or mistakes." (Edmonson)



Our world now

Pandemic

Chart Title



Involuntarily (working) at home



Some are alone

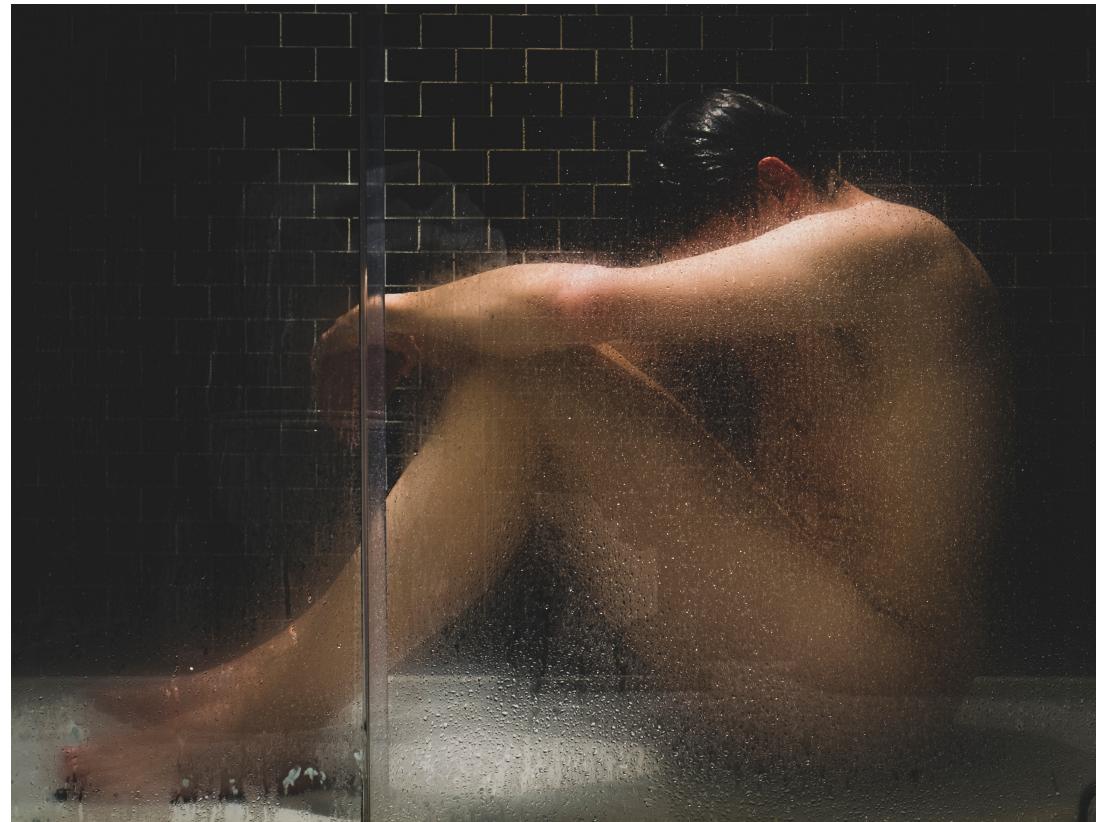


Photo by Jonas Åman

Some are not - ever



The days are the same

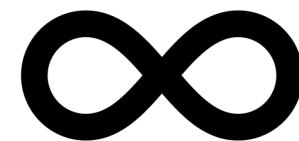
- * Breakfast
- * Work
- * Lunch
- * Work
- * Dinner
- * Watch netflix
- * Sleep
- * Repeat



Everything is online and no boundaries



Focus is hard



Working too much and fear of losing jobs

* Work wise



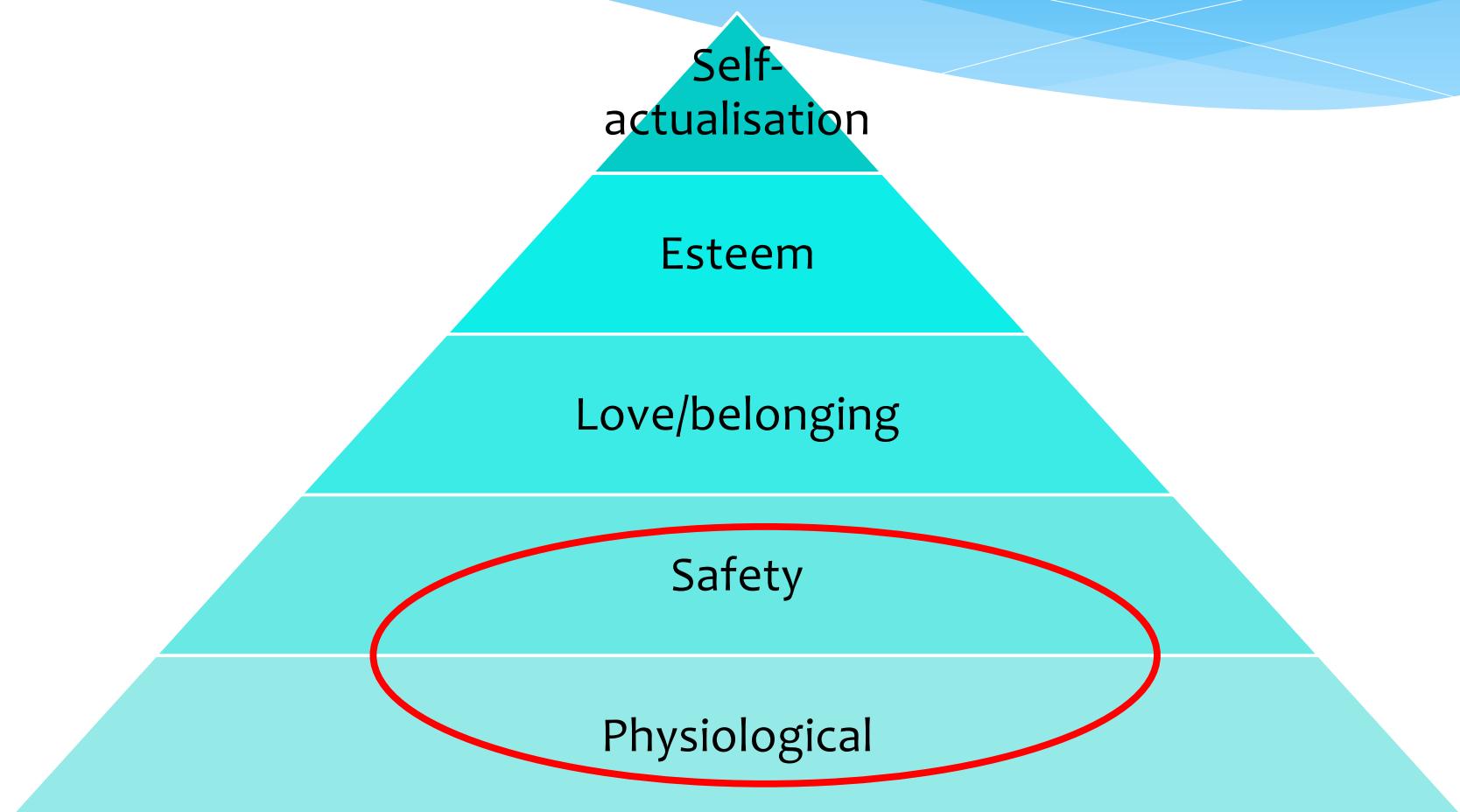
M Grierson
@that_matt

Replies to @NativeWired and @johncuttlefish

"Fear of layoffs" coming in neck and neck in a race with "I cannot control ***anything*** in my life, but I can complete tasks at work and feel in control of ***something***"

6:05 PM · May 10, 2020 · [Twitter Web App](#)

Maslow



Also good stuff

- * We can work from home
- * More family time
- * The world is available
- * Prematurely born babies are down 90%

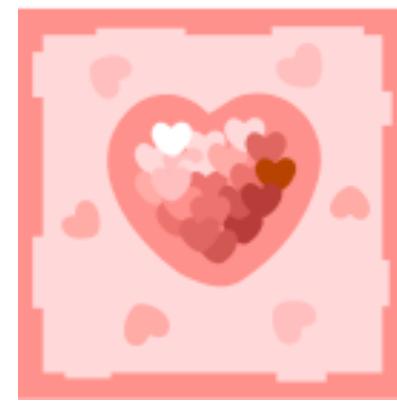


Creativity
flows



What can we do?

Be kind – also to yourself



What can I do for me?

- * Eat healthy
- * Take enough breaks
- * Move from time to time
- * Watch sleep habits
- * Limit intake of news
- * Be kind

What can we do for us?

- * Create new working agreements
 - * Especially around communication
- * Talk about it
- * Be empathic
- * Be kind
- * Make it okay to be in a bad place
 - * And you are still responsible for your actions

A good example



Mark Richardson
@slavetothefat

I work for the Canadian federal government and they sent out an email with work at home guiding principles. It's amazing to work for a place that speaks like this.

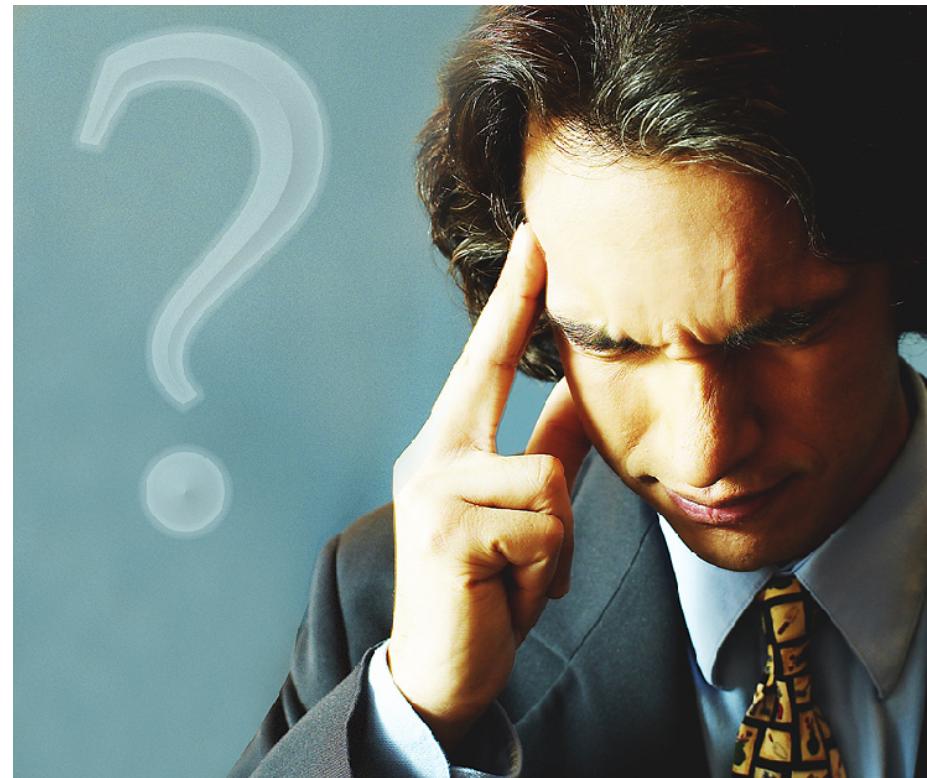
Working Remotely – COVID-19 Principles

1. You are not “working from home”, you are “at your home, during a crisis, trying to work”.
2. Your personal physical, mental, and emotional health is far more important than anything else right now.
3. You should not try to compensate for lost productivity by working longer hours.
4. You will be kind to yourself and not judge how you are coping based on how you see others coping.
5. You will be kind to others and not judge how they are coping based on how you are coping.
6. Your team’s success will not be measured the same way it was when things were normal.



12:48 AM · May 12, 2020 · [Twitter for iPhone](#)

Questions



@nativewired

I love connecting :)

Feel free to contact me:



@nativewired

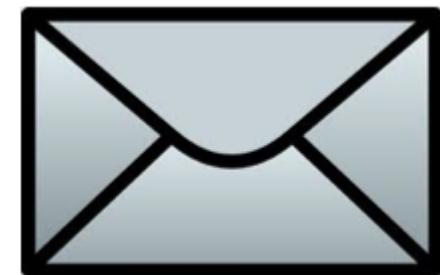
XING



<http://www.nativewired.com/blog/>



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Links etc I

- * Kahn, William A. (1990-12-01). "Psychological Conditions of Personal Engagement and Disengagement at Work". *Academy of Management Journal*. 33 (4): 692–724. doi:10.2307/256287. ISSN 0001-4273
- * Amy Edmonson: Building a psychologically safe workplace
<https://www.youtube.com/watch?v=LhoLuui9gX8&app=desktop>
- * Amy Edmonson: “The fearless organisation”
- * Joshua Kerievsky:
<http://www.oredev.org/2017/sessions/high-performance-via-psychological-safety>

Links etc II

- * <https://www.bbc.com/worklife/article/20200421-why-zoom-video-chats-are-so-exhausting>
- * Photos by Christopher Gower, [National Cancer Institute](#), [Anthony Tran](#) , [Bill Oxford](#) and [John Schnobrich](#) on [Unsplash](#)
- * <https://twitter.com/slavetothefat/status/1259978637266366465?s=20>
- * Some Good News
https://www.youtube.com/channel/UCOe_y6KKvS3PdIfb9q9pGug
- * Princess Bride the home movie
https://www.youtube.com/watch?v=qukpj5q_iSk&list=PLA9dDjTaH9kGzSdLSYZimsvAj-TR9_TS

Links etc III

- * This talk online <http://www.nativewired.com/psychological-safety-and-mental-health-in-times-of-crisis/>
- * Article on Fortune about this and more
<https://fortune.com/2020/06/06/mental-health-crisis-workplace-george-floyd-protests-police-brutality-racism-coronavirus/>
- * Blogpost from Marcin Florian
<https://medium.com/@mfloryan/what-might-we-miss-working-from-home-b986f86b720d>
- * Importance of weak-tie friendships
<https://www.bbc.com/worklife/article/20200701-why-your-weak-tie-friendships-may-mean-more-than-you-think>