



TEAM FEEDBACK INDICATOR



PSYCHOLOGICAL SAFETY & RISK FACTORS



ONLINE – USING COMPUTER, PHONE OR TABLET



INTERACTIVE DASHBOARD/APP

## Team insights that transform culture and care outcomes that enable organizations to provide the best care to every customer.

### What is it?

The PSI measures team members sense of **Psychological Safety** and **Inclusivity** within their team in a **confidential and anonymous** way. The data uploads to an interactive dashboard for use by team members and leaders to track progress. This can be done at a frequency right for the team, e.g. quarterly.

PSI is a market leading diagnostic that provides real-time insights into a team's psychological safety profile. Results enable teams to foster a more inclusive and diverse workforce and empower them to create the climate within their team to in turn impact on the care outcomes of their customers.

### Why do it?

New legislation and guidelines (ISO 45003 Psychological Health and Safety at Work) have been implemented whereby Directors and Executives are responsible for ensuring employees have a psychologically safe environment to work.

Organisations perform best when there is diversity of thought from people with varying backgrounds and experiences such as gender, age, ethnicity etc. In order to share these thoughts and varying opinions the environment needs to be safe to do so.

Organisations who measure the psychological safety profile of their teams, to identify and then respond to risk factors, will remain ahead of the curve. Showing support, the mental health and wellbeing of their staff gives these organisations the competitive advantage.

### How is it administered?

The short indicator is administered online and takes around **5 minutes** to complete. Team members complete an online indicator about the team and provide feedback. Which is then presented in an interactive dashboard for discussion with the team in order to facilitate a commitment to improvement. Comparisons between interfacing teams can also be made.

### Who is it for?

Organisations that want to develop their teams (N=5),

by benchmarking and targeting key areas for development using valuable and reliable employee feedback. Teams that are experiencing high turnover, low productivity and low engagement will greatly benefit from the program.

### What do organisations receive?

Once the team completes the indicator, it provides immediate feedback and will show exactly the areas to improve in order to cultivate a psychologically safe environment.

Through an App or online portal participants will receive solutions based around neuroscience to create lasting and effective behavioral change. These solutions are specifically targeted to the team's lowest areas of psychological safety as indicated by the results. Employees can explore development areas for their teams on the Development plan section

Development plans will support employees to connect further with specific parts of the results and guide them to understand their contribution to the current environment and make to a commitment for change.

### Accreditation

As a whole solution DDI can accredit internal coaches within organisations to facilitate the PSI program and debriefs. These internal coaches will be able to interpret the results through the dashboards, understand the strengths and development areas of teams, and engage with them to make commitments for improvement. This works in conjunction with the development plans. Accredited coaches within organisations will alleviate the need for coaching from external providers.

### Certification

Certification for organisations is available to show commitment and development in being psychologically safe in the workplace.

