

Interpreting the PSI Dashboard Results

The following is provided to help guide your exploration of the PSI dashboard.



Watch this video for a high-level understanding of what PSI Indicator Measures

The video uses the following frame for understanding what is measured.



Risk Factors

Measure a team’s exposure to workplace attributes or characteristics that may impact psychological safety in a negative way e.g., workload, feeling included.

Frequency Scale:

- 1= not at all
- 2 = rarely
- 3 = some of the time
- 4= most of the time
- 5= all of the time

Psychological Safety

How strongly a team believes it’s ok to take risks, express their ideas and concerns, speak up with questions and to admit mistakes – all without fear of negative consequences.

Frequency Scale:

- 1= not at all
- 2 = rarely
- 3 = some of the time
- 4= most of the time
- 5= all of the time

Note: Frequency has been deliberately chosen as the scale – think about ‘how often’ you might experience ‘feeling included’ over a month and how that would impact your performance. Engaging team members in creating this **experience** ‘more often’ and what benefits that would bring is part of the debrief conversation.

Risk factors are derived from Psychosocial Hazards outlined in the ISO 45003 Guideline on Psychological Safety & Health.

Psych Safety questions are based on Dr Amy Edmondson’s research.

A 2017 Gallop poll found that:

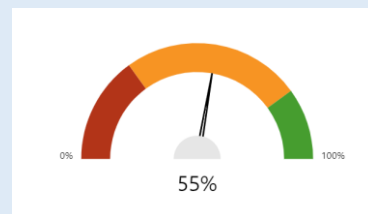
- Most teams score Psych safety as 3/10
- If they moved to 6/10 they have significant impacts on team performance and experiential outcomes.

Lower the score the better

I.e. Risk factors are experienced less often, which is positive.

Higher the score the better

I.e.. The psychological safety elements are experienced more often



Risk Factors

Psychological Safety

The dials represent a typical 'distribution curve', where most organisations would be in the orange zone, high performing in the green zone and lower performing in the red.

- Results in the green zone indicates the team has a mostly Generative culture typology.
- Results in the orange zone indicate the team has mostly a Bureaucratic culture typology.
- Results in the red zone indicate a predominantly Detrimental culture typology.

The goal is to be in the green zone for both Risk and Psychological safety.

(see page 22-23 of your Accredited Practitioner Manual for more on the typologies)

Results are shown for:

- Within my team

Results are shown for:

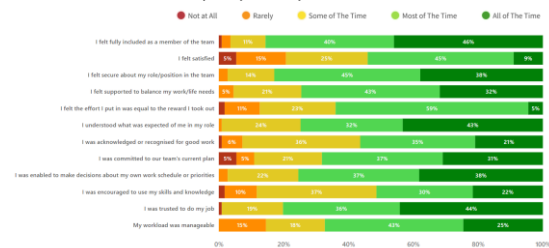
- Within my team
- With others outside my team

Look at the questions that make up the overall Risk Factors and Psychological Safety scores and consider the perspective of the audience you will be debriefing.

- What is their role in creating psychological safety in the team/organisation?
- What is the current context of the team you are debriefing?
- What is required for this group to create a safe space to explore the results?
- What is most important/useful to them right now?

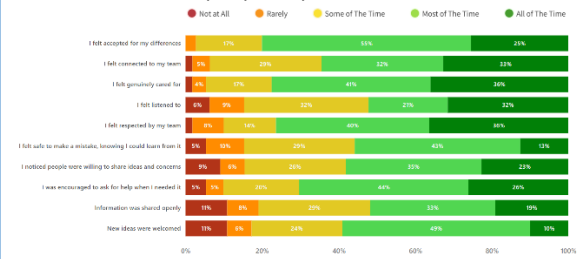
12 questions

Notice "how often" people experience these.



10 Questions –

Notice "how often" people experience these.



Things to explore

- What risk factors are present more often?
- How are they different/same for each team?
- What risk factor, if shifted would make the biggest difference to psych safety?
- What is same/different to last pulse?

Things to explore

- What is happening in the team?
- How do different teams compare (see Team Comparison tab)?
- What is happening across teams?
- How might teams be experiencing this (whatever is showing up) – what have you discovered already/how might you get real examples for them.
- What is same/different to last pulse?
- What trends are showing up (see history tab)?

For more on exploring the dashboard see previous page 45-46.