FREE TO SPEAK
LABOR MANAGEMENT PARTNERSHIP

MAKING IT SAFE TO SPEAK UP

As a leader, you can create a psychologically safe work environment where people feel free to share ideas and concerns. That's important, because when health care workers know their voices will be heard, patient outcomes improve.

Here are five tips to help your team members feel safe speaking up.

Lead by example. Actively listen and encourage feedback. Use huddles and meetings as forums for employee voices to be heard.

Build trust. Share an honest mistake you've made in your career, and what you learned from it. Encourage others to ask questions, express concerns or suggest solutions to a problem—and show it is safe to do so.

Use the power of repetition. Develop three to five standing questions to structure conversation in huddles and one-on-one conversations. For example, "What's going well? Are there systems that need improving?" Knowing what questions to expect can help people organize their thoughts.

Show appreciation. Recognize and thank people who speak up.

Close the loop. Follow up on feedback and take action on concerns that are raised. Then share the results. Show how one voice can improve what workers care about most—positive outcomes for KP members, patients and teams.