

CREATING PHYSICAL, EMOTIONAL & PSYCHOLOGICAL SAFETY  
WORKSHOPS | TRAINING PROGRAMS | COACHING

# UNLOCK HIGH-PERFORMANCE TEAMS: THE LEADERSHIP ADVANTAGE OF PSYCHOLOGICAL SAFETY

*A LEADERSHIP TRAINING TO REDUCE STAFF TURNOVER, ACCELERATE  
INNOVATION AND PROTECT YOUR CULTURE.*



# Psychological safety in the workplace.



Psychological safety isn't just a culture initiative, it's a business-critical driver of engagement, performance, and staff retention.

When teams feel safe to speak up, they move faster, solve problems earlier, and deliver better results.

This program gives your leaders the tools to build a speak-up culture so trust becomes a competitive advantage.

## ABOUT THE PROGRAM

In today's fast-paced and high-stakes work environments, silence comes at a cost. When employees don't feel safe to raise concerns, offer new ideas, or admit mistakes, organisations risk stalled innovation, hidden problems, and the quiet loss of top performers.

Studies show:

- Psychological safety is associated with a 50% increase in employee engagement
- 76% of employees say they perform at their best when they feel safe to take risks and voice their opinions
- It has been linked to a 25% reduction in employee burnout

(Source: World Metrics, 2024)

This training is designed specifically for managers and leaders who are ready to build high-performing, trust-driven teams.

Rather than focusing on abstract theory or policy, the program zeroes in on the leadership behaviours that build or break trust; how feedback is given, how conflict is handled, and how psychological safety is either modelled or eroded in day-to-day interactions.



**Audience: Managers, team leaders and team members seeking to build a resilient and high-performing workplace culture.**

## Key Competencies

- ✔ Building Trust
- ✔ Active Listening
- ✔ Conflict Resolution
- ✔ Emotional Intelligence
- ✔ Team Engagement



Participants will learn how to:

- Recognise the subtle signs of fear, disengagement, or hesitation within their teams.
- Dismantle communication barriers that block collaboration or innovation.
- Create a high-accountability, high-trust environment where people feel safe to contribute and compelled to care.

In practical terms, psychological safety improves your organisation's bottom line. Teams with strong trust and open communication waste less time, recover faster from setbacks, and adapt quickly to change. That translates into real-world ROI, measured in productivity, staff retention, and strategic execution.

Most critically, they'll learn how to lead from the front because psychological safety doesn't trickle up. It's modelled from the top down.

When leaders actively foster psychological safety, it sends a powerful message that this is a culture where it's safe to challenge, to take initiative, and to bring your full self to the work. That's when engagement rises, burnout drops, and performance becomes sustainable.

Psychological safety doesn't just prevent problems. It protects your people, boosts results and it gives you a competitive edge no software or strategy alone can replicate

## What clients are saying...

*"After completing FLAG's Psychological Safety training, I've seen a clear improvement in workforce efficiency and team cohesion. We've built a culture that values authenticity, inclusive thinking, and diversity of thought and I'm already seeing positive results."*

— Marc Eriksen, Floor Operations Manager, KZN Boat Storage

# PROGRAM OUTLINE

## From Fear to Trust: Leading with Character Under Pressure

### Objective:

Understand the concept of psychological safety and its critical role in creating a high-performance team environment.

### Outcomes:

- Participants will explore real-world case studies to understand how fear-based team dynamics impact performance.
- They will reflect on their own leadership approach and how it affects team trust, morale, and communication.
- They will examine how self-awareness, character, and consistency create psychological safety from the top down.

## Embedding Safety into Everyday Leadership Habits

### Objective:

Learn practical strategies to foster open communication, inclusion, and constructive feedback in team environments.

### Outcomes:

- Participants will be equipped with tools to encourage diverse thinking and make feedback a normalised, healthy part of the culture.
- They will explore the four levels of psychological safety: Inclusion, Learner, Contributor, and Challenger, and how to lead at each level.
- They will identify silent culture killers like micro-avoidance and hesitations and learn how to shift them into daily safety-building behaviours.

# PROGRAM OUTLINE

## Setting Boundaries & Modelling Emotional Safety

**Objective:**

Understand the role of boundaries, personal agency, and emotional safety in high-functioning teams.

**Outcomes:**

- Leaders will learn how to set and respect personal boundaries in a professional context and how this impacts psychological safety.
- They will practise language and scenarios for handling discomfort, bias, and inappropriate behaviour in a safe, effective way.
- Through metaphor and role-play, the group will deepen emotional intelligence and assertive communication skills.

## Navigating Conflict, Communication & Performance Pressure

**Objective:**

Equip leaders with tools to manage conflict constructively, tailor communication in high-stakes situations, and create their custom action plans for sustainable change.

**Outcomes:**

- Participants will practise adapting their communication style to reduce tension, clarify intent, and build psychological safety in high-pressure situations.
- They will engage in listening, feedback, and de-escalation techniques that preserve trust and increase performance under pressure.
- Each participant will create a 30-day action plan to embed key psychological safety behaviours within their teams.

# PRICING AND DELIVERY



## How we work:

### 1. Discovery

Our initial phase involves identifying areas of concern through a comprehensive discovery call. This strategic approach enables us to customise the training based on your company's unique needs.

### 2. Delivery

Ultimately, we commence the programme with a strong emphasis on engagement and support. Our approach is designed to be highly engaging for active participation and knowledge retention, guaranteeing transfer rates to fulfil your expectations and predetermined objectives.

### 3. Integration Support (Optional Add-On)

We offer structured post-training support to ensure that psychological safety becomes part of your team's everyday behaviour, not just a once-off session.

This includes targeted leadership coaching, pulse-check tools to track adoption, and 30 and 60-day follow-ups to address challenges and reinforce behavioural change.



## DELIVERY DETAILS

We deliver this program either in person, virtually, or in a blended format, depending on your team's structure and preferences. Sessions are highly interactive, with scenario-based learning, guided reflection, and practical exercises tailored to your company's realities.

Each module is approximately 90–120 minutes and can be run as a full-day intensive, split across multiple sessions, or integrated into a leadership development series.

All content is adapted based on your team size, leadership context, and identified cultural dynamics during the discovery phase.

## COMPANY INVESTMENT

Your investment is based on group size and is designed to ensure maximum impact, engagement, and safe facilitation. Pricing is per participant:

Group Size	Investment per participant
1-4 participants	R5,500
5-15 participants	R4,500
16-30 participants	R3,900
31+ participants	R3,300 *

*\*To preserve engagement, group sizes are capped at 30 participants per session. For larger teams, we recommend splitting into multiple groups for optimal delivery and interaction.*

*All pricing excludes travel.*

## NEXT STEPS

**Let's build a culture of trust together.**

If you're ready to equip your leaders to foster engagement, innovation, and long-term staff retention, we'd love to support you.

[Click here to book a Discovery Call](#) or reach out on the details below