



Welcome to this session:

Q&A Session

*Building Psychologically
Safe and Effective
Project Teams*

The session will start shortly...

Any Questions?
Drop them in the questions section.





WELCOME

Safeguarding & Welfare

We are committed to all our students and staff feeling safe and happy; we want to make sure there is always someone you can turn to if you are worried about anything.

If you are feeling upset or unsafe, are worried about a friend, student or family member, or you feel like something isn't right, speak to our safeguarding team:



Ian Wyles
Designated Safeguarding
Lead



Simone Botes



Nurhaan Snyman



Rafiq Manan



Ronald Munodawafa



Tevin Pitts

Scan to report a
safeguarding concern



or email the Designated
Safeguarding Lead:
Ian Wyles

safeguarding@hyperiondev.com



Democracy

Every person's opinions matter.

Respect

We look after each other.

Tolerance

We accept each other's differences.

British Values

Rule of Law

We keep to the rules.

Liberty

We are free to make choices.

A group of diverse people, including men and women of various ethnicities, are shown from the chest up, giving thumbs up. They are all smiling and looking towards the camera. The image has a teal overlay.

HOUSEKEEPING

Leadership & Management Live Lectures – Housekeeping

- The use of disrespectful language is prohibited in the questions, this is a supportive, learning environment for all - please engage accordingly.
 - ***(Fundamental British Values: Mutual Respect and Tolerance)***
- No question is daft or silly - **ask them!**
- Should you have a question during the lecture, please feel free to **post in the Questions section** and I will respond throughout.



Leadership & Management Live Lectures – Housekeeping

- Activating **live captions** in your browser's accessibility settings is a helpful option for better understanding, especially for those with hearing impairments or challenges with accents.
- For all **non-academic questions**, please submit a query: www.hyperiondev.com/support
- Report a safeguarding incident: www.hyperiondev.com/safeguardreporting
- Should you have any further questions or want to provide us with feedback, please feel free to post them [here](#).
- [GitHub Link to access L&M Presentation Slides.](#)



PLEASE
NOTE...



PSYCHOLOGICAL SAFETY

Question 1

“What steps can a leader take to create psychological safety in a project team?”



PSYCHOLOGICAL SAFETY

Psychological safety, as defined by Amy Edmondson, is *"a shared belief that the team is safe for interpersonal risk-taking."*

This concept is foundational for creating work environments where individuals feel confident to **express their thoughts**, **share innovative ideas**, and **acknowledge mistakes** without fear of ridicule or retribution.

A culture of psychological safety is essential for high-performing teams, fostering creativity, collaboration, and **resilience in the workplace**.

PSYCHOLOGICAL SAFETY

Three Actionable Steps to Build Psychological Safety

Model Vulnerability

As a leader, **modelling vulnerability is a powerful way** to set the tone for psychological safety. Sharing your own challenges, uncertainties, or lessons learned demonstrates that it's okay to be imperfect and human.

Pro Tip: Use phrases like, *"I might not have all the answers here, but I'd love your input."* This invites collaboration and reinforces openness.

PSYCHOLOGICAL SAFETY

Three Actionable Steps to Build Psychological Safety

Encourage Input

Actively seek feedback and ideas from team members, regardless of their role or seniority. Structured practices like anonymous suggestion boxes, regular one-on-one check-ins, or brainstorming sessions can help quieter team members feel heard.

Pro Tip: Rotate meeting facilitation among team members to empower everyone and signal that all voices matter.

PSYCHOLOGICAL SAFETY

Three Actionable Steps to Build Psychological Safety

Respond Constructively

When team members take risks or admit mistakes, how you respond as a leader is critical. **Acknowledging their courage and focusing on solutions** rather than blame can reinforce trust.

Pro Tip: Use language like, *"Thank you for bringing this up; let's figure out how we can address it together."* Avoid punitive reactions, which can stifle future openness.



TEAM CHARTER



Question 2

“How would you set up an effective initial team charter session?”

TEAM CHARTER

A team charter serves as a foundational document that **establishes clear expectations, shared values, and actionable goals** for a project team.

It acts as a collaborative roadmap, **ensuring alignment and reducing misunderstandings.**



TEAM CHARTER

Steps to Set Up an Initial Team Charter Session

Define Objectives and Values

Begin by identifying the project's purpose and how it connects to broader organisational goals. This ensures **everyone understands why their work matters and how it contributes to the bigger picture.** Aligning on shared values fosters cohesion and a sense of purpose.

Pro Tip: Use guiding questions like, "*What does success look like for this project?*" or "What values should guide our approach?"

TEAM CHARTER




Steps to Set Up an Initial Team Charter Session

Establish Roles

Clarify roles, responsibilities, and key deliverables for each team member. **This reduces ambiguity and prevents duplication of effort.** Define who will lead, who will support, and how each role ties back to the project objectives.

Pro Tip: Create a **RACI matrix** (*Responsible, Accountable, Consulted, Informed*) to visually map responsibilities.

RACI Matrix

	 Project Manager	 Java Developer	 UI/UX Designer
Task 1	Responsible		Consulted
Task 2		Accountable	
Task 3		Consulted	Informed
Task 4	Informed	Responsible	

© Birdview

TEAM CHARTER

Steps to Set Up an Initial Team Charter Session

Co-Create Ground Rules

Engage the team in collaboratively establishing norms for meetings, communication, and conflict resolution. **This ensures buy-in and reduces the likelihood of friction later.**

Pro Tip: A ground rule might be, *"Team meetings will start on time and include a 5-minute check-in."*

TEAM CHARTER

Steps to Set Up an Initial Team Charter Session

Agree on Accountability Measures

Determine how progress will be tracked and address deviations from the plan. Clear accountability mechanisms foster transparency and ensure that issues are addressed constructively.

Pro Tip: Use tools like [Trello](#), [Asana](#), or [Monday.com](#) to track milestones, tasks, and updates in real time. Schedule regular check-ins to assess progress and adapt plans as needed.



BRITISH VALUES



Question 3

“How can leaders integrate the 5 British Fundamental Values into their team culture?”

BRITISH VALUES

The 5 British Fundamental Values, namely **Democracy, Rule of Law, Individual Liberty, Mutual Respect, and Tolerance**; serve as pillars for fostering inclusivity, ethical behaviour, and a sense of belonging within a team.

These values not only promote a positive work environment but also **help organisations align with broader societal principles**, ensuring that all team members feel valued and supported.



BRITISH VALUES

Breaking Down the 5 Fundamental Values

Democracy

Encourage participatory decision-making by involving team members in setting goals, resolving conflicts, and shaping processes. A democratic approach ensures that **everyone's voice is heard, fostering engagement and ownership.**

Actionable Tip: Implement regular team check-ins or surveys to gather input and make collective decisions. Tools like **Mentimeter or Slido can facilitate anonymous participation in decision-making.**

BRITISH VALUES

Breaking Down the 5 Fundamental Values

Rule of Law

Establish **clear policies and ensure they are applied consistently and fairly**. This promotes trust and accountability while reducing ambiguity.

Actionable Tip: Regularly review workplace policies with the team to ensure understanding and address any concerns. **Lead by example by adhering to the same rules.**

BRITISH VALUES

Breaking Down the 5 Fundamental Values

Individual Liberty

Empower team members to **take ownership of their work by offering autonomy and flexibility**. This value aligns with fostering innovation and personal growth.

Actionable Tip: Encourage team members to **set their own goals or propose creative solutions**. Provide opportunities for skill development and independent projects.

BRITISH VALUES

Breaking Down the 5 Fundamental Values

Mutual Respect

Cultivate a **culture where diverse perspectives are valued, and every team member is treated with dignity**. Mutual respect enhances collaboration and minimizes workplace conflict.

Actionable Tip: Recognise **individual contributions publicly** and celebrate team diversity through events or discussions.

BRITISH VALUES

Breaking Down the 5 Fundamental Values

Tolerance

Promote understanding and collaboration among team members from different backgrounds, **emphasizing the value of inclusion.**

Actionable Tip: Offer **diversity training or cultural competency workshops** to build empathy and understanding.

A black and white photograph of a man and a woman in an office setting. The man, on the right, is leaning forward and pointing his right index finger towards the woman. The woman, on the left, has her hands clasped and is looking at the man with a serious expression. The background is dark and out of focus.

CHALLENGING PERSONALITIES

Question 4

“How can leaders address challenging personalities and conflicts within a project team?”



CHALLENGING PERSONALITIES

Conflicts and challenging personalities are natural in any team, but they don't have to derail productivity or morale.

A **proactive and empathetic approach** can transform these situations into opportunities for growth, understanding, and improved collaboration.



CHALLENGING PERSONALITIES

Understand Underlying Causes

Conflicts often stem from unmet needs, misunderstandings, or external pressures. One-on-one conversations can reveal these root causes, allowing leaders to address them directly.

Actionable Tip: Use active listening techniques, such as paraphrasing and open-ended questions, to show empathy and gather insights.

CHALLENGING PERSONALITIES

Foster Open Dialogue

Creating a safe space for open dialogue reduces misunderstandings and helps team members feel heard and respected.

Actionable Tip: Facilitate regular team meetings focused on sharing concerns and brainstorming solutions without fear of judgment. **Consider using a neutral facilitator for sensitive discussions.**

CHALLENGING PERSONALITIES

Set Behavioural Expectations

Clear guidelines about acceptable behaviours ensure everyone is aligned with the team's values and goals. This minimizes ambiguity and reinforces accountability.

Actionable Tip: **Develop a team charter** that outlines expected behaviours, communication norms, and conflict-resolution strategies.

CHALLENGING PERSONALITIES

Use Mediation if Needed

When conflicts escalate or persist, an **impartial mediator can facilitate resolution** by ensuring all parties are heard and guiding the discussion toward solutions.

Actionable Tip: Engage an HR professional, external consultant, or trained **mediator to handle difficult conversations and rebuild trust.**

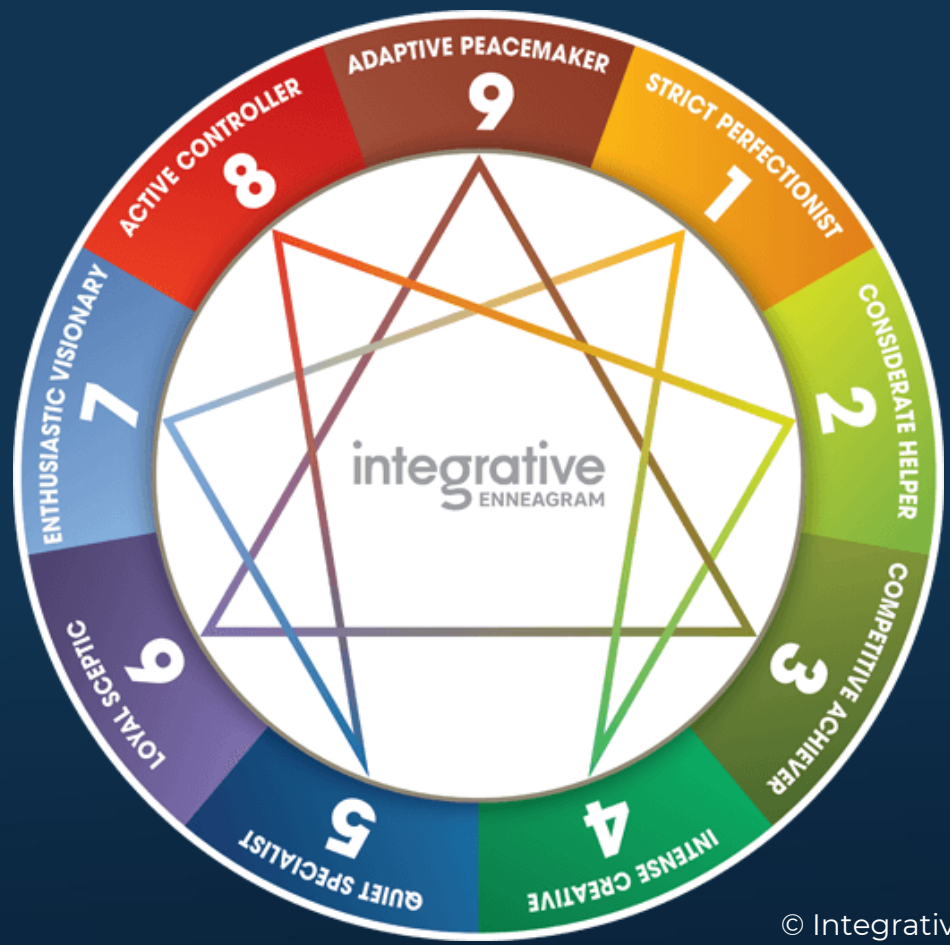
CHALLENGING PERSONALITIES

Leveraging the Enneagram for Better Understanding

The Enneagram is a powerful tool for understanding individual motivations, communication styles, and conflict triggers.

By identifying each team member's Enneagram type, teams can gain insights into underlying behaviours and build empathy for different perspectives.

The Enneagram



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CONCLUSION



CONCLUSION

Leadership isn't just about driving results; it's about **fostering environments where people feel valued, empowered, and inspired.**

Psychological safety, clear charters, open communication, values-based leadership, and morale-building are all **vital tools in your leadership toolkit.**



RESOURCES

A black and white photograph of a large stack of books. In the foreground, an open book lies flat, and a pair of glasses rests on its right page. The background is filled with more stacks of books, creating a sense of a library or a vast collection of resources.

RESOURCES

Images:

- ✓ [RACI Matrix](#)
- ✓ [The Enneagram](#)

Videos:

- ✓ [Building Fearless Organizations with Amy Edmondson](#)

Articles:

- ✓ [Psychological Safety - Amy C. Edmondson](#)
- ✓ [How Leaders Can Build Psychological Safety at Work](#)
- ✓ [Psychological Safety In Teams Reduces Project Errors By 25%: Real-World Examples of How To Use It](#)
- ✓ [How Can Purpose-Driven Work Transform Your Team's Success?](#)
- ✓ [The RACI matrix: Your blueprint for project success](#)
- ✓ [Miro: Miro Team Collaboration Tool](#)
- ✓ [MURAL: MURAL for Remote Collaboration](#)
- ✓ [7 Active Listening Techniques For Better Communication](#)
- ✓ [What's a Team Charter, and How Can It Keep Your Team on Track?](#)
- ✓ [The Critical Role of Workplace Mediation](#)
- ✓ [4 Benefits of Bringing The Enneagram To Your Workplace](#)

Thank you for attending



CoGrammar



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