

Project Overview: Psychological Safety Course

1. Project Summary

This project involved designing and delivering a corporate eLearning course on **Psychological Safety**. The goal was to transform provided content into an engaging, trackable learning experience, deploy it on the organization's LMS, and share learning impact through reports.

The project covers the **end-to-end instructional design lifecycle** — from content intake to course build, LMS deployment, and reporting.

2. Course Name

Psychological Safety

3. Business Context

Psychological safety is critical for high-performing teams, employee engagement, and open communication. The organization required a structured learning solution to:

- Build awareness of psychological safety
- Encourage safe communication and feedback
- Support managers and employees in creating inclusive team environments

4. Target Audience

- Leaders

5. My Role

Instructional Designer / Learning Designer

Responsibilities included:

- Reviewing and analysing provided content
- Designing the learning structure and flow
- Creating a learner-facing scoreboard
- Building the course in Articulate Rise
- Publishing and uploading the course to the LMS
- Sharing learner progress and completion reports

6. Input & Constraints

Input Provided:

- Existing content on Psychological Safety (SME-created / client-provided)

Constraints:

- Content accuracy had to be preserved
- Course needed to be LMS-compatible
- Solution had to be simple, scalable, and easy to update

7. Instructional Design Approach

Content Analysis

- Reviewed provided material for clarity, flow, and learning intent
- Identified key learning themes and outcomes

Learning Structure

- Chunked content into logical sections
- Designed a progressive flow from awareness → understanding → application

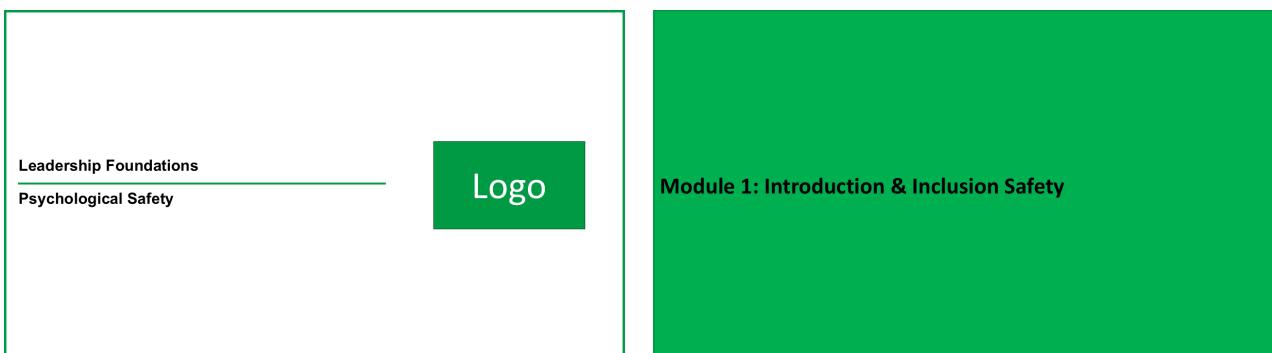
8. Scoreboard Design

A **scoreboard** was created to:

- Track learner progress
- Reinforce accountability
- Provide visibility into course completion

Purpose of the Scoreboard:

- Motivate learners
- Support reporting needs
- Align learning outcomes with measurable progress



What Is Psychological Safety?

Logo

Psychological safety is a leader's superpower. It means creating a team where every voice matters, mistakes are seen as learning opportunities, and people feel respected, valued, and safe to contribute.

Teams that are psychologically safe have:

- 19% Higher Productivity
- 31% More Innovation
- 27% Lower Turnover
- 3.6X Higher Engagement

Psychological Safety helps us live our purpose, and when we do that, we create a culture where team members thrives, and our business grows.

Why Psychological Safety Leadership Matters?

Logo

Leaders set the emotional tone for their teams.
When leaders consistently demonstrate Psychological Safety, they:

Build trust by responding with curiosity instead of criticism.

Encourages learning by normalizing mistakes & feedback.

Empowers innovation by valuing diverse perspectives.

Insert Logo **Insert Picture of Values.**

The Four Steps of Psychological Safety

Logo

The diagram illustrates the four stages of psychological safety as a vertical stack of four boxes:

- Inclusion Safety:** Team members feel safe to belong to a team.
- Learner Safety:** Team members can learn through asking questions.
- Contributor Safety:** Team members feel safe to contribute their ideas.
- Challenger Safety:** Members can question others' idea or suggest potential changes.

Psychological Safety: Each part of psychological safety builds on each other. You cannot have one without the one prior.

Source: Timothy R. Clark <https://psychsafety.com/the-four-stages-of-psychological-safety/>

Inclusion Safety

Logo

What Is Inclusion Safety?

- It is the first, and foundational step of psychological safety.
- It means that people feel accepted, respected and valued for who they are – regardless of their roles, background, identity or opinion.

Why Inclusion Safety Matters?

- It is foundational to being a part of the team.
- Belonging drives engagement. When people feel excluded – regardless of their skills.
- It reduces the fear of judgment or rejection. It allows people to be themselves, ask for help, share feedback and take interpersonal risks.

You know there IS inclusion safety when:

- People freely say, "I don't know" or "I need help".
- Everyone speaks up during meeting or huddles – not just the loudest voices.
- Differences are respected and not ridiculed.
- Jokes don't cross lines or isolate individuals.
- People introduce themselves, include others, and show curiosity.

You know there ISN'T Inclusion Safety when:

- Team members are quiet or withdrawn.
- Cliques or "in-groups" dominate the conversation.
- Some team members regularly get overlooked, or interrupted.
- People hesitate to share opinions, especially dissenting ones.

Your Role As A Leader with Inclusion Safety

Logo

The diagram illustrates five leadership actions for inclusion safety:

- Invite Input From Others:** Ask quiet voices for their perspective. Make it a safe space for team members to share their opinions.
- Model Vulnerability:** Share your own uncertainties, ask for feedback, admit mistakes.
- Set Team Norms:** Establish ground rules that reinforce respect and listening.
- Recognize Contributions:** Thank people for speaking up, even when you do not agree.
- Your Biggest Question As A Leader You Need To Ask Yourself Now:** Does my team feel like they belong?

Inclusion Safety – Reflection Exercise

Logo

Your Biggest Question As A Leader You Need To Ask Yourself Now

Does my team feel like they belong?

What will be your "One Small Shift" you will action?

Share with your leader.

9. Course Development (Articulate Rise)

The course was built using Articulate Rise to ensure:

- **Mobile responsiveness**
- **Clean, modern UI**
- **Easy navigation for learners**

Key Design Choices:

- **Clear section headers**
- **Bite-sized content blocks**
- **Simple interactions to maintain engagement**

SS

Saurabh Saini

introduction & inclusion safety

[START COURSE](#)

Psychological safety is a team condition where people feel safe to belong, learn, contribute and challenge. When leaders create these conditions, teams learn faster, spot risks earlier and improve performance together.

- ≡ introduction to psychological safety
- ≡ inclusion safety

Course Preview Current version ▾

Lesson 1 of 2

introduction to psychological safety

SS Saurabh Saini

0% COMPLETE

≡ introduction to psychological safety

≡ inclusion safety

learning objectives:

In this lesson, you will:

- Define psychological safety and why it is essential at work.
- Describe the benefits of psychological safety for individuals and teams.
- Identify the four stages of psychological safety.

what is psychological safety and why does it matter?

Psychological safety is a leader's greatest strength.
It is about fostering a team culture where every voice is heard, mistakes are treated as opportunities to learn, and everyone feels respected, valued, and safe to speak up and contribute.

when leaders consistently demonstrate psychological safety, they:

1

Build trust by choosing curiosity over criticism.

2

Promote learning by normalizing mistakes and welcoming feedback.

3

Foster innovation by valuing diverse perspectives.

CONTINUE

psychologically safe teams drive results



31% Greater Innovation



19% Higher Productivity



27% Lower Turnover



3.6x Higher Engagement

psychologically safety strengthens teams



encourages open communication

Team members feel safe to speak up and share ideas without fear of judgment.



fosters innovation and growth

People are more willing to take risks and explore new approaches.



supports learning from mistakes

Teams can reflect, adapt, and improve without blame or retaliation.

in these modules, you'll explore the four progressive stages of psychological safety and how they support both individual growth and team success.



you know there is inclusion safety when:

- People freely say, "I don't know" or "I need help."
- People introduce themselves, include others, and show curiosity.
- Everyone contributes during meetings—not just the loudest voices.
- Differences are respected, not ridiculed.
- Jokes are inclusive and don't isolate or target anyone.

you know there isn't inclusion safety when:

- Team members are quiet or withdrawn.
- Cliques or "in-groups" dominate conversations.
- Some team members are often interrupted or overlooked.
- People hesitate to share their opinions especially dissenting ones.

drag and drop activity:

Review each workplace behavior below and **drag it into the correct category** based on whether it shows signs of inclusion or does not show signs of inclusion.

Use your understanding of inclusion safety to decide where each example belongs.

Leaders talk at town halls with no chance for input.



signs of inclusion

not signs of inclusion:

Question

01/04

A team member points out that a long-standing loading process might be unsafe and suggests a new method. The supervisor replies, "That's how we've always done it." What is a better way to respond to the team member?

- Encourage the team member to test their idea in a controlled setting and review the outcome together.
- Ask clarifying questions to understand the concern and commit to reviewing the current process.
- Remind the team member to follow current SOPs until leadership approves any changes.

SUBMIT

Question

02/04

A new process rollout causes frustration. Some employees voice concerns with strong opinions and emotional language. What should a psychologically safe leader do?

- Remind them to keep emotions out of the workplace.
- End the conversation and revisit it later when things calm down.
- Stay calm, acknowledge their feelings, and ask open questions to get to the root of their concern.

SUBMIT

10. LMS Deployment

After development:

- **The course was published in LMS-compatible format**
- **Uploaded and configured on the Learning Management System**
- **Verified tracking and completion settings**

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Psychological Safety - Online Courses

UKG Home Me Training Library Groups Tools Admin 🏛

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Course Logo

Course
Psychological Safety

4 Steps

Assign Manage your course

About 4 Steps Download info

DESCRIPTION
This new course, Psychological Safety, is about creating a team culture where every voice matter, mistakes become learning opportunities, and our team members can contribute their ideas. This is a leader's super-power, and it fuels stronger connection, cohesion and confidence within our teams.

Course Details:

- Launch: A new module will be released every Wednesday with one week to complete for a total of four weeks.
- Format: 4 Weekly Modules in UKG, 15-20 minutes each.

Modules: * Mandatory Order

Step 1	Step 2	Step 3	Step 4
Module 1 Introduction and Inclusion Safety Psychological Safety	Module 2 Learner Safety Psychological Safety	Module 3 Contributor Safety Psychological Safety	Module 4 Challenger Safety Psychological Safety

Help

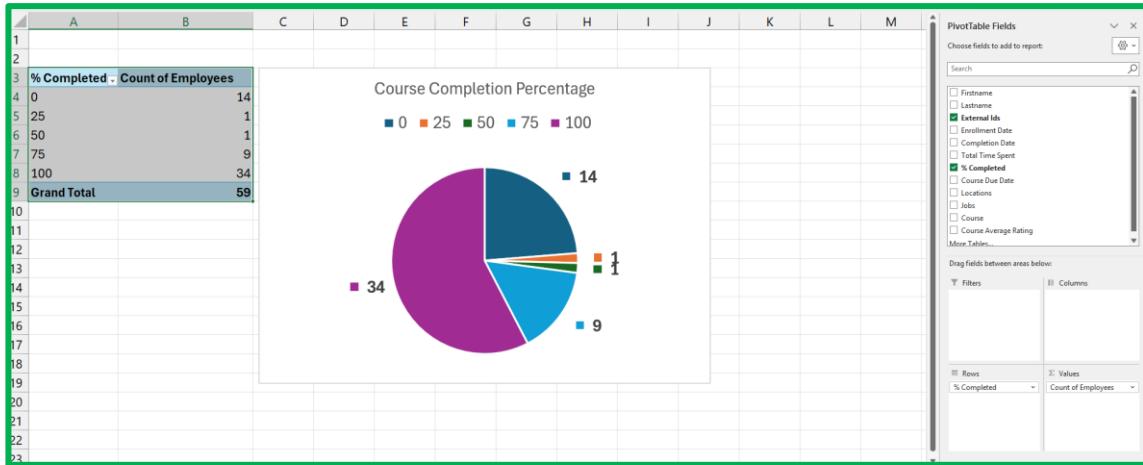
11. Reporting & Outcomes

Post-launch activities included:

- **Monitoring learner enrolments**
- **Tracking completion status**
- **Sharing reports with stakeholders**

Reports Shared:

- Completion reports
- Participation data



12. Tools Used

- Articulate Rise – Course authoring
- LMS – Course hosting and tracking
- Spreadsheet / LMS Reports – Scoreboard and reporting

13. Key Skills Demonstrated

- Instructional design
- Content analysis and structuring
- eLearning development
- LMS administration
- Learning analytics and reporting
- Stakeholder-focused delivery

14. Reflection

This project demonstrates my ability to take existing content and convert it into a fully deployed learning solution, balancing instructional quality, business needs, and technical execution.