

## **Toolkit Title**

Create a Safe Space

## **Purpose of Toolkit**

To have a meaningful conversation with another person by applying the basic principles of psychological safety

## **Toolkit Methodology and Application**

See attached.

## **Case Study or Example**

See attached.

## **Acknowledgements and Sources**

See attached.

## **Toolkit Category**

Organisation Development

## **Keywords**

Organisation Development, Psychological Safety, Committed Listener, Committed Speaker

## **Name and Email of Project Contact Person(s)**

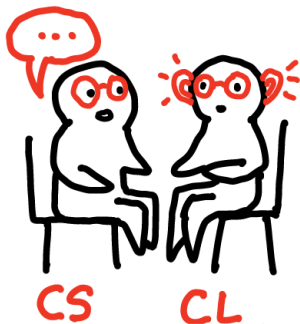
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# CREATE A SAFE SPACE

#foundation #interpersonal

This set-up for 1-to-1 conversation applies the basic principles of psychological safety and helps facilitate a more effective interpersonal exchange.



COMMITTED SPEAKER

FULLY COMMIT to  
Sharing how you feel  
about the question.



COMMITTED LISTENER

FULLY COMMIT to  
being 100% Present  
& silently supportive  
and encouraging of the  
Speaker through listening.

## CREATE A SAFE SPACE

When to use: When you want to have a meaningful conversation with another person.

How to use:

### Step 1 (Optional): Set up a dyad

Facing each other helps in practising empathy. It allows both parties see each other fully.

⑤



**DYAD**

- almost mirroring but not mimicking
- creates sense of enclosure, Safety
- Close but not too close & breach other person's contact boundary

### Step 2: Commitment to Give and Receive Assessments Clearly yet Kindly

Be mindful of the power of assessments to change the future of the subject, especially when the person speaking has more authority. Assessments belong to the speaker and say more about the speaker and their standards, than the subject itself

### Step 3: Take Care of Entry

### Step 4: Have the Conversation (using CS – CL)

### Step 5: Take Care of Exit

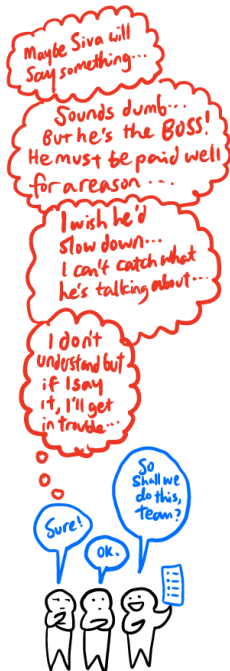
Let each other know the difference this conversation has made for you, e.g. has it impacted you in any way, did the other party help you see something new in the situation?

See Take Care of Entry. For more information, see Trust (Card 1).

*“To be clear is to be kind.”*

# START HAVING MEANINGFUL CONVERSATIONS

#foundation #intrapersonal #interpersonal #team #system



While people might have said many things, they may also have left even more things unsaid - things like, “Why does that matter? Who do you think you are? Why should we do this?” These invisible thoughts, feelings and experiences make up the “Container” of the conversation and shape its “Content”, of the conversation, or what is being expressed.

## START HAVING MEANINGFUL CONVERSATIONS

When to use: When running meetings, when sharing your vision, anytime when you want to have a meaningful conversation

How to use:

Among the things that make up the Container are:

**(1) Who you are**

- Our unexamined habits
- Our unexpressed hopes, for e.g. “I wish...”
- Our suppressed emotions and thoughts, for e.g. who do we think we are, who do they think they are, who do we care about, why do we care for them...

**(2) Who is in the room**

- Our group politics
- Our cultural patterns
- The mix of personalities in the group
- The presence of powerful people

To have a conversation that works as well as you wish, be mindful of the “Container” issues, which have to do with **who you are** as you deliver the “Content” and **who is in the room**.

Depending on the “Container” issues, the “Content”, or what you say, can land in different ways. People may feel at ease to respond and speak, or choose to stay silent.

For more information on interpersonal containers, see How to create, increase, sustain trust and Archetypes. For group and system-level containers, see How to create an empowering story.