

CREATING PHYSIOLOGICAL, EMOTIONAL & PSYCHOLOGICAL SAFETY

WORKSHOPS | TRAINING PROGRAMS | COACHING

PSYCHOLOGICAL SAFETY FOUNDATIONS

**CREATING THE CONDITIONS FOR CLEAR THINKING, HONEST
COMMUNICATION, AND PERFORMANCE UNDER PRESSURE**

90-MINUTE TEAM WORKSHOP





Psychological safety is the foundation of high performance...



When someone perceives social threat at work - being dismissed, ignored, or shut down - their body responds the same way it responds to physical danger.

They go quiet. They comply without committing. They avoid conflict until it explodes.

Those aren't personality traits. They're protection responses.

And they're often misread - as disengagement, attitude, or lack of capability - when in reality, they're signals that something in the environment doesn't feel safe enough.

In some teams, this shows up as obvious friction.

In others, everything looks fine on the surface, but important concerns go unspoken, decisions go unchallenged, and opportunities for better thinking are quietly missed.

Under pressure, performance doesn't break down because people don't care. It breaks down when people don't feel able to speak, question, or take ownership without consequence.

That silence shows up in missed risks, delayed decisions, and unresolved tension that teams work around instead of through.

When psychological safety is low, conflict doesn't disappear. It goes underground, where it becomes slower, more political, and more expensive.

Managers end up spending their time managing personalities and side conversations instead of driving performance. Small issues escalate. Valuable input gets filtered out. Capable people start holding back, or start looking elsewhere.

Strong teams aren't immune to this. They're just better at catching it early.

Psychological safety determines whether your team raises problems early, challenges decisions that carry risk, and keeps communication flowing, especially when the stakes are high.

This 90-minute Foundations workshop builds a shared understanding of how these patterns show up under pressure, and highlights where they may already be affecting your team.

WHAT WE COVER

What's Really Driving Behaviour Under Pressure

What psychological safety is and why it directly impacts performance. We look at how the nervous system responds to social threat and what that means for decision-making, accountability, and the speed of your business.

Where Communication Starts Breaking Down

How everyday behaviours quietly shut people down. Teams learn to recognise early warning signs like silence or passive-aggression before small issues escalate into conflict or HR involvement.

Stopping Escalation Before It Starts

Practical listening skills that reduce defensiveness and surface concerns earlier, especially under pressure, where misunderstandings tend to escalate.

How Trust Is Built (or Lost) Every Day

Trust isn't built in big moments. It's built, or eroded, in everyday interactions. We identify the behaviours that strengthen trust and keep it intact when pressure rises.

Making Feedback Easier to Give and Receive

A practical approach that makes feedback easier to give, receive, and act on, without triggering defensiveness or avoidance.

Using Tension to Improve Performance

How to distinguish productive disagreement from destructive conflict. Teams build a shared language to work through differences instead of avoiding them or damaging relationships.

OUTCOMES



This session builds the communication infrastructure that high-performing teams run on - and gives developing teams the foundation to get there.

After 90 minutes, your team will start to:

- Understand how fear and pressure change behaviour and what helps people raise concerns instead of defaulting to defensive silence.
- Recognise signals of silence, avoidance and passive-aggression before they become expensive problems, delays, or resignations.
- Communicate more clearly in day-to-day interactions, especially under pressure.
- Start giving and receiving feedback with less defensiveness.
- Have a shared language for naming and addressing protection patterns and friction before they become performance problems.

This workshop is used as the starting point to create a shared understanding throughout the team. The next step is deeper leadership work once teams are aligned and communication stabilises.

01 Delivery Details & Pricing

- **Duration:** 90-minute interactive workshop
- **Format:** In-person or online.
- **Audience:** Suitable for all staff across all levels
- **Group size:**
 - Up to 40: recommended for discussion + practice.
 - Larger groups: accommodated with adjusted format - contact Ann to discuss.
- **Pricing:**
 - Online workshop starts at R3,500 for up to 40 participants. For larger groups, please contact Ann.
 - In-person delivery is available. Pricing depends on group size, number of sessions and location. Contact Ann to discuss.

02 Next Step

Contact Ann to find out if Psychological Safety Foundations is the right fit for your team.

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