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ZEB PERSPECTIVE

# When safety creates dynamism

Psychological safety in organizations

EXTRACT

move to transformation

# Key findings

- 1** Psychological safety is the **basis of all performance** and thus of organizations' productivity.
- 2** Psychological safety is highly relevant and a **success driver** for companies.
- 3** Bad news: its **low level in real-life application** does not reflect the great importance of psychological safety.
- 4** Good news: psychological safety **can be controlled** – through people's actions and behavior as well as through organizational processes, tools, structures and goals.

# What's in it for you?

Psychological safety is increasingly finding its way onto the agenda of decision-makers, also in the financial services industry. It promotes a **positive corporate culture** and thus the company's success.

Up to now, attempts have often been made to produce **performance through responsibility**, structure or meaningfulness. This approach is effective and sensible. However, these factors only account for **40–60%** of the success and performance in organizations and teams. The remaining part can be attributed to **psychological safety**.

**In this white paper, we outline what exactly the psychological safety approach means and how teams in banks and insurance companies can benefit from this concept.**

**Full  
version  
available  
in German.**



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# Contacts



**Dr. Christina Block**  
Senior Managerin  
christina.block@zeb.de  
Berlin office



**Christian von Schirach**  
Senior Manager  
cvonschirach@zeb.de  
Hamburg office



**Nico Hahn**  
Manager  
nico.hahn@zeb.de  
Munich office



**Laura Klempau**  
Senior Consultant  
laura.klempau@zeb.de  
Hamburg office

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**Münster**  
Hammer Straße 165,  
48153 Münster, DE  
zeb-consulting.com

**Amsterdam**  
Gustav Mahlerplein 28,  
1082 MA Amsterdam, NL  
zeb-consulting.nl

**Berlin**  
Friedrichstr. 102,  
10117 Berlin, DE  
zeb-consulting.com

**Frankfurt**  
Taunusanlage 19,  
60325 Frankfurt, DE  
zeb-consulting.com

**Hamburg**  
Kurze Mühren 20,  
20095 Hamburg, DE  
zeb-consulting.com

**Kyiv**  
42–44 Shovkovychna Str.,  
1601 Kyiv, UA  
zeb-consulting.com

**London**  
107 Cheapside,  
EC2V 6DN London, GB  
zeb.co.uk

**Luxembourg**  
2, rue Edward Steichen,  
2540 Luxembourg, LU  
zeb.lu

**Milan**  
Via Santa Maria Segreta 6,  
20123 Milan, IT  
zeb-consulting.it

**Munich**  
Theresienhöhe 13a,  
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zeb-consulting.com

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**Zurich**  
Gutenbergstr. 1,  
8002 Zurich, CH  
zeb.ch