

**ZEB PERSPECTIVE** 

# When safety creates dynamism

Psychological safety in organizations



**EXTRACT** 

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## Key findings

- Psychological safety is the basis of all performance and thus of organizations' productivity.
- Psychological safety is highly relevant and a success driver for companies.
- Bad news: its low level in real-life application does not reflect the great importance of psychological safety.
- 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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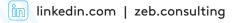
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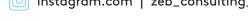




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