Why is it important to create a safe space?

A Safe Space is Crucial in Times of Crisis

- Shows Commitment & Support
- Two-Way Exchange
Why is it important to create a safe space?

What We Heard from Respondents

“First of all I appreciate you giving us a voice during such a difficult time.”

“Even this survey is a gift. As I just shared thoughts I hadn't yet shared with anyone. Thank you.”
Why is it important to create a safe space?

Preliminary Survey Findings
WMRI Community Survey Closed 4/3/2020

81% Report there has been a negative impact on their ability to engage effectively at work.
42% Have observed some sort of bias, negativity, or exclusion at work since the start of the Coronavirus pandemic.
27% Report their emotional state is “Poor” or “Terrible”
Two-Way Conversations: HOW you listen

I. Survey
   Organization-Wide Pulse Check

II. Virtual Focus Groups
   Targeted Cohorts

III. One-on-One Conversations
   Beyond The BAU: Equipping Managers for Times of Crisis
Two-Way Conversations: I. Surveys

An Organization-Wide Pulse Check

Establish a Regular Cadence

Make it Measurable Over Time

Communicate, Communicate, Communicate
Understand the Stressors For a **Targeted Cohort**

- Managers
- HRBPs
- Underrepresented Groups
- Identified Top Talent
- Workforce Segment

- Hardest Hit With Reductions
- Most Increased Demand
Two-Way Conversations: II. Virtual Focus Groups

Understand the Stressors For a Targeted Cohort

Create a Safe & Trusted Conversation

Create Space for Anonymity

Gather Quantitative AND Qualitative Data

everyone has a voice
Two-Way Conversations: III. One-on-One Conversations

Equipped Managers to Have a New Type of One-on-One Conversations

Establish Goals & Social Contract
- Personal Empathy
- Additional Support in Times of Crisis
- Active Listening

Build Psychological Safety
- Share Vulnerability
- Be Consistent Across the Team
- Follow-Up!

Remember What’s In and Out of Your Control
- Problem Solver vs. Sounding Board
- Remove Pressure to Have All the Answers
- Ask What They Need (e.g. Flex Work Schedule)
What Comes to Mind?

A. What Might You Do Differently At Your Company?

B. What Resources Do You Need To Be Successful?
Culture@Work Crisis Impact Survey

- Free to Administer
- Template Email Language
- Raw Data Output

Data analysis available for additional cost