

JEWISH FAMILY SERVICE LA

Increase impact through Social
Responsibility and Community Building

Wendy Watkins and Dr. Tia Jackson Truitt
Wide Awake Business Team!



SESSION 3

Meeting Protocol

- 2 word check in
- Container
- Permission Slips



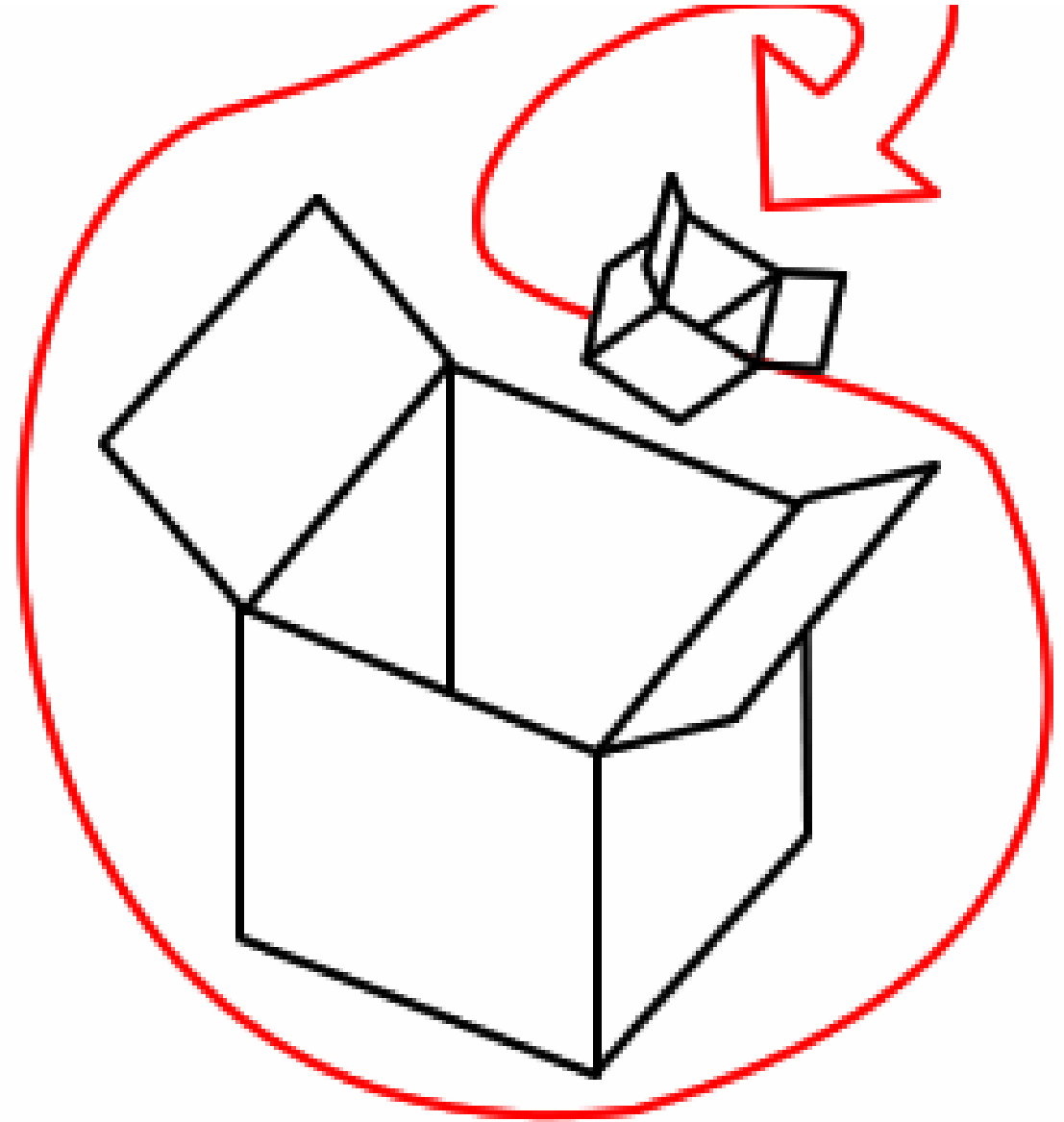
Check-in

2 Word
Check-in

Your Safe “Container”

What do you need to feel
open and safe in our
conversations?

What will get in the way of
your showing up and doing
the work?



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Cohort 2 and Cohort 3

- Confidentiality
- Honesty
- Trust
- Patience
- Empathy

- Kindness
- Active Listening
- Permission to Fail
- Come from the I Perspective
- Non-judgmental

Homework Review



Did you use any aspects of the accountability matrix with your team?



Did you notice any examples of bias or microaggressions happening (media, workplace, personal)?



What did you do or what did you think about doing?

Accountability Made Easier

8 Steps of Accountability

- 1. Clear WHY and Purpose**
- 2. Articulate clear goals:** What does success look like?
- 3. Communicate effectively:** How do we set this up to succeed?
- 4. Coaching and Collaboration:** How is it going and what adjustments are needed?
- 5. Track progress for personal accountability:** Who is your accountability partner?
- 6. Address performance issues promptly:** Be clear and Timely
- 7. Be consistent:** Same time a day, same days a week, what else?
- 8. Recognize achievements:** Celebrate the wins.

Overview of Workplace Bias

Conscious and unconscious attitudes or stereotypes that affect understanding, actions, and decisions.

Types of bias: Affinity bias, confirmation bias, halo and horns, maternity bias, etc.

Impact: Psychological, Physical and Social





How Microaggressions Impact Individuals

“Death by a thousand cuts.”

Psychological Impact: Feelings of alienation, stress, anxiety, and lower self-esteem.

Physical Impact: Chronic stress linked to health problems like hypertension or insomnia.

Social Impact: Exclusion, discrimination, and difficulty building relationships.

What is Psychological Safety?

Definition (Amy Edmondson): *“A belief that one will not be punished or humiliated for speaking up with ideas, questions, concerns, or mistakes.”*

Key elements: Respect, openness, and inclusion

➔ **Key factor in employee retention and motivation in work environments**



Four levels of psychological safety

BiteSize Learning

A concept by Amy Edmonson.

How 'safe' do you feel when you join a new team?



Why Bias Threatens Psychological Safety

Fear of judgment or retaliation

Code-switching and masking

Unequal opportunity to speak or lead



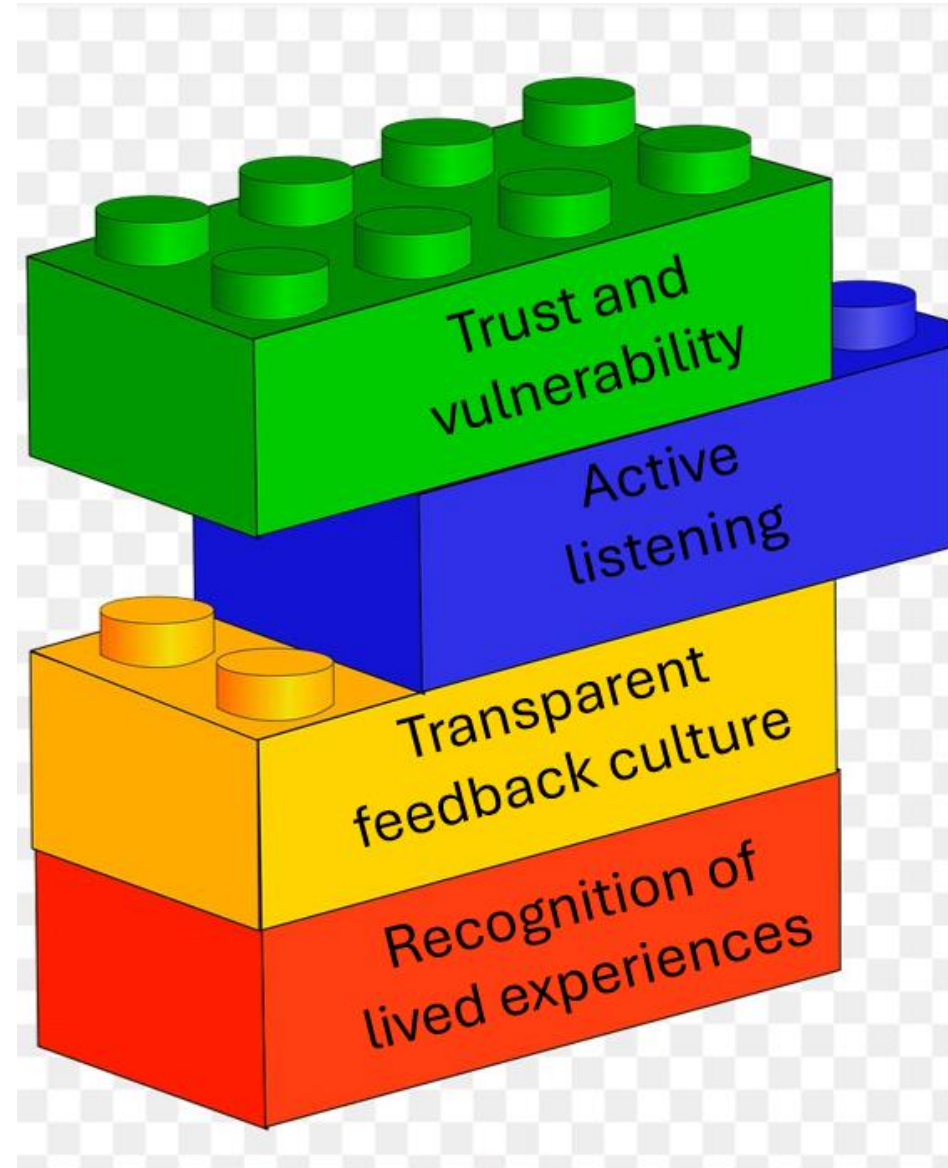
Ten Threats to Psychological Safety at Work

10 THREATS TO PSYCHOLOGICAL SAFETY AT WORK

1. **Fear of Retaliation or Punishment:** which happens when people feel that speaking up or sharing their opinions could lead to negative consequences.
2. **Lack of Trust:** without trust in team members and leaders, people are unlikely to feel safe sharing thoughts or concerns.
3. **Dominance of a Few Voices:** when a few people dominate conversations, it can stifle diverse perspectives and ideas.
4. **Resistance to Change:** an environment where people are resistant to new ideas or ways of working can make others reluctant to express innovative or unconventional thoughts.
5. **Poor Leadership and Managerial Styles:** leaders and managers who don't role model or encourage open communication and respect for differing opinions can significantly impact psychological safety.
6. **Unhealthy Levels of Competition:** when the work environment is highly competitive it may become unhealthy, and people may feel insecure about sharing for fear of showing vulnerability or giving others a competitive edge.
7. **Inadequate Conflict Resolution Skills:** without effective ways to manage and resolve conflicts, small issues can escalate and contribute to an unsafe environment.
8. **Bullying:** any form of bullying severely undermines psychological safety.
9. **Unsustainable Stress and Workload:** excessive stress and workload can make people less likely to engage in open communication and more prone to mistakes and conflicts.
10. **Poor Feedback Culture:** a work environment where feedback is not given constructively or received openly can hinder growth and open discussion.



Building Blocks of Psychological Safety



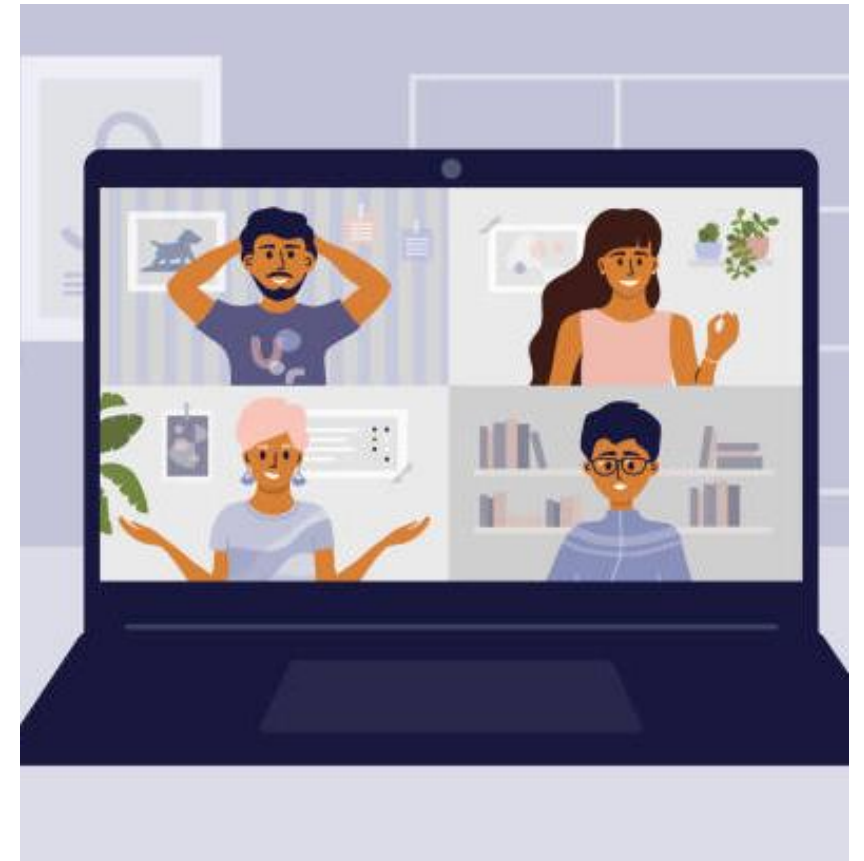
Have
a
Break



Breakout Session Scenario: "The Case of the Weekly Meeting"

Setting:

A mid-sized social service agency that provides family support and housing services. The team includes social workers, case managers, administrative staff, and supervisors from diverse cultural, racial, and linguistic backgrounds.



Scenario: "The Case of the Weekly Meeting" **Take a picture**

During the team's weekly staff meeting, Ryan (a case manager and the youngest member of the team), is giving a status update on one of his long-term clients. As he speaks, Susan, (an older program supervisor who has been with the agency for over a decade), interrupts him twice to question specific details. This pattern has occurred in several past meetings, but no one has addressed it.

Later in the same meeting, Lisa, (a bilingual Latina administrative assistant), shares a suggestion for improving intake paperwork. Her idea is met with silence, and the conversation quickly shifts. Moments later, James, a case manager, repeats her idea almost word-for-word.

This time, the team responds enthusiastically and credits James for the suggestion.

After the meeting, Lisa privately expresses frustration to her colleague, saying, "It's like I'm invisible unless someone else repeats what I say. And Ryan keeps getting cut off—he doesn't even get to finish a thought."

Break Out Group Prompts: Take a Picture

1. How might Ryan and Lisa be feeling after the meeting?
2. What are the potential long-term effects on the team if these patterns continue?
3. What could bystanders (team members or supervisors) have done in the moment to interrupt the microaggressions?
4. How might the agency address this behavior systemically moving forward?



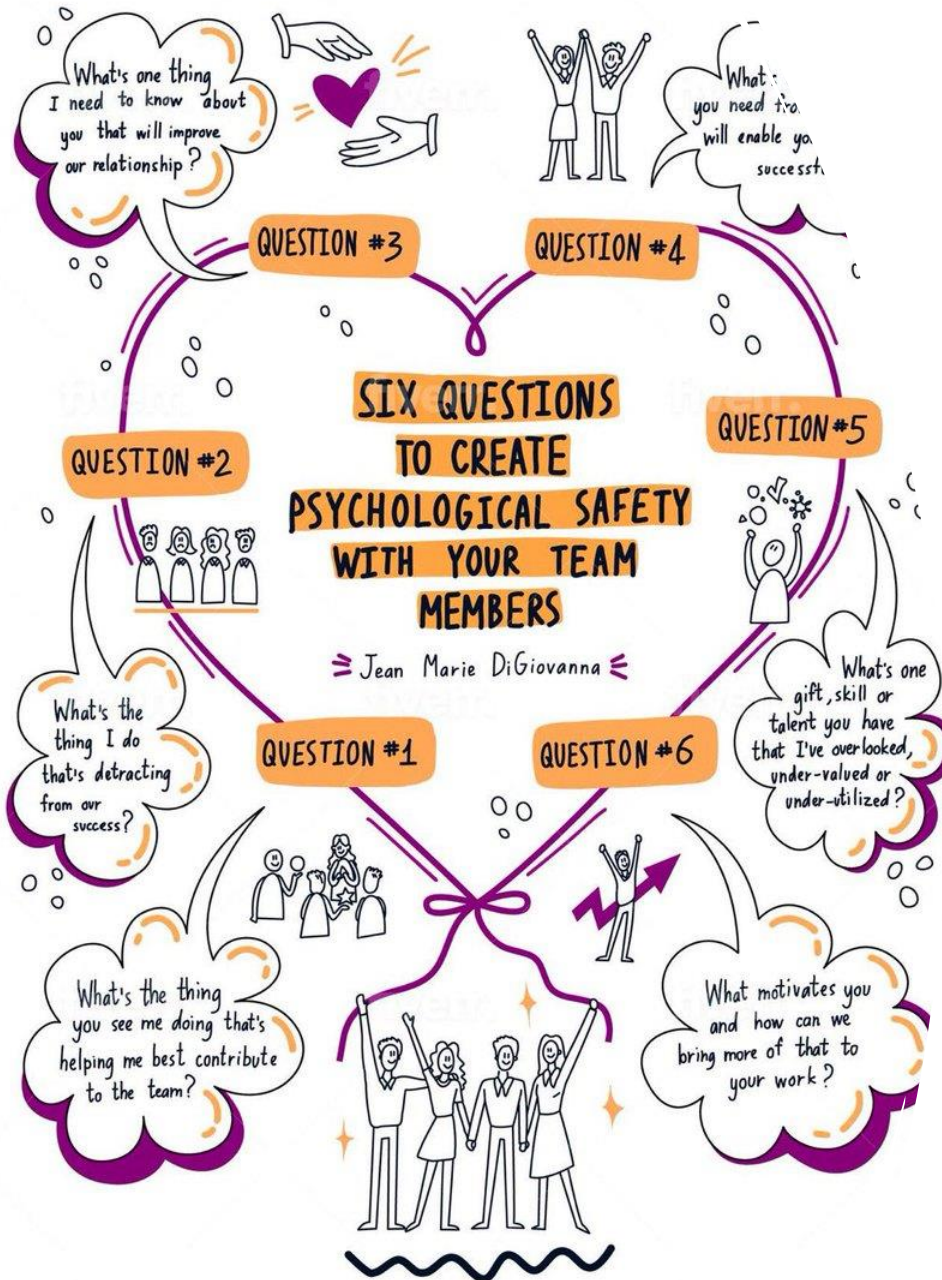
Debrief:

Inclusive Leadership as a Catalyst for Change

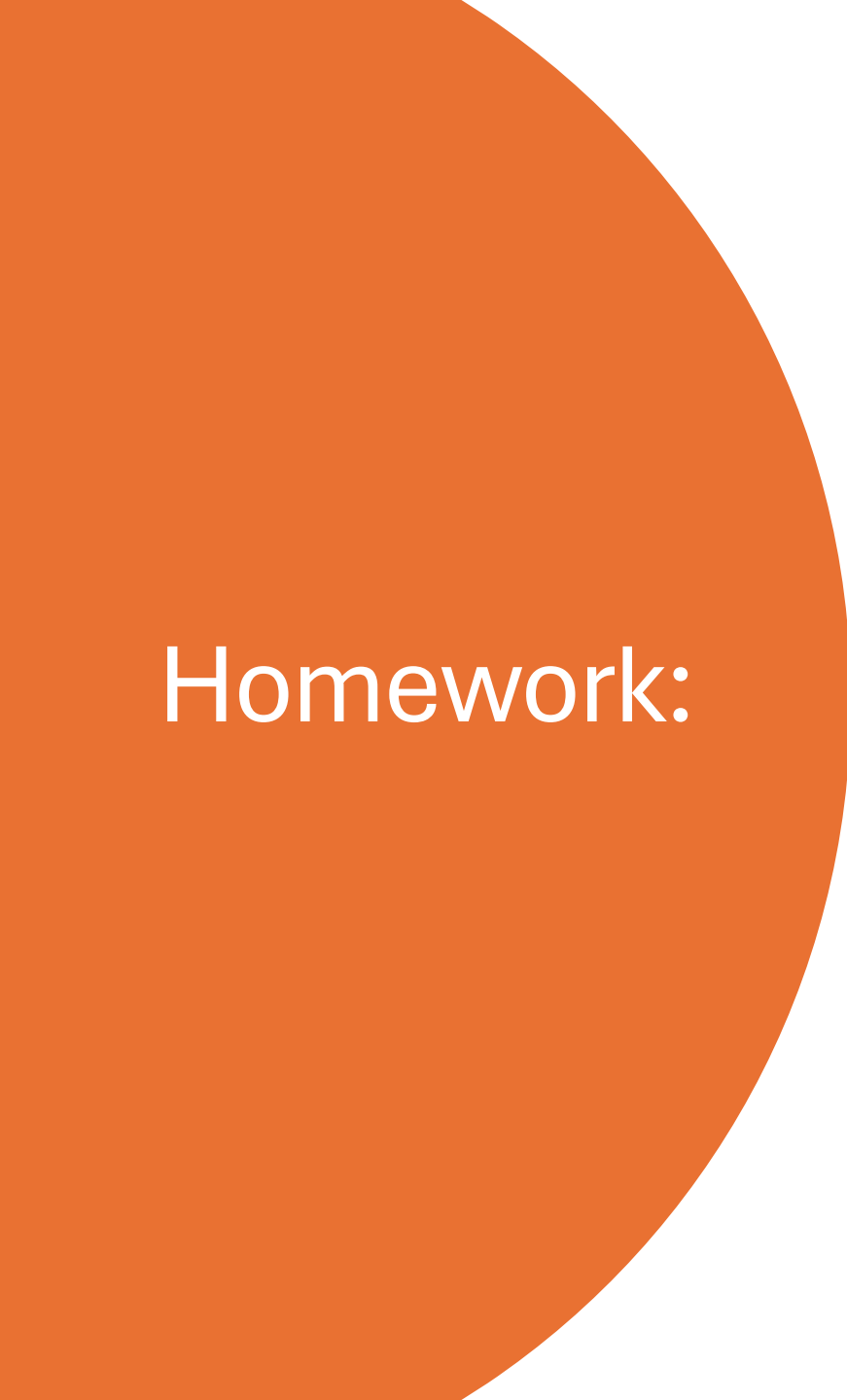
1. Model openness and acknowledge your biases
2. Regular check-ins and listening sessions
3. Equal distribution of speaking time in meetings
4. Encourage feedback from all members of the team
5. Give credit for ideas!
6. Interrupt bias in real time
7. Call people in, not out



Six Questions to Create Psychological Safety



1. What's the thing you see me doing that best contributes to the team?
2. What's the thing I do that's detracting from our success?
3. What's the one thing I need to know about you that will improve our relationship?
4. What's the one thing you need from me that will enable you to be more successful?
5. What's one gift, skill or talent you have that I've overlooked, under-valued, or under-utilized?
6. What motivates you and how can we bring more of that to your work?

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Homework:

Check out/Homework/Next Steps

- Practice using the “Six Questions to Create Psychological Safety” with members of your team.
 - Continue to pay attention to Implicit Bias.
 - Next meeting May 22nd!
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Thank you!