

The Centre for Human Relations and Community Studies presents  
***Being Your Best Self Webinar Series***

WEBINAR 3

# Creating Interaction Safety

Monday, 28 February 2022  
5:30pm – 7:00pm ET



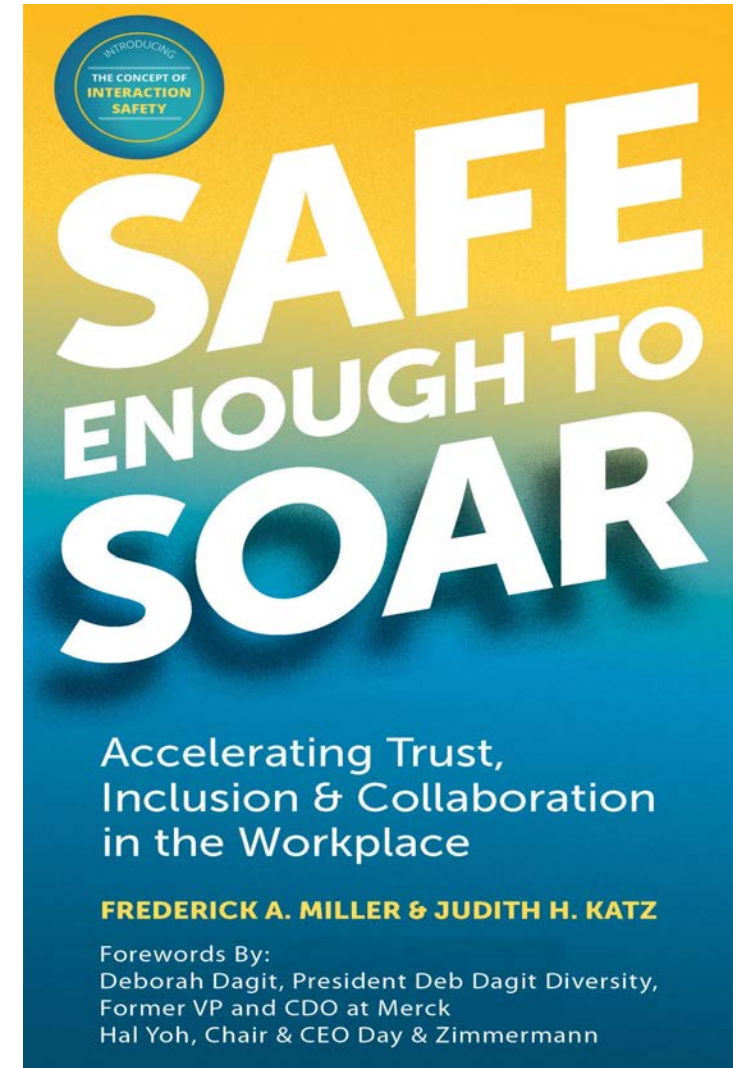
**Frederick A. Miller**  
CEO and Lead Client Strategist



**Judith H. Katz**  
Executive Vice President Emeritus



**Véronique Wendolovske**  
KJCG Client Partner



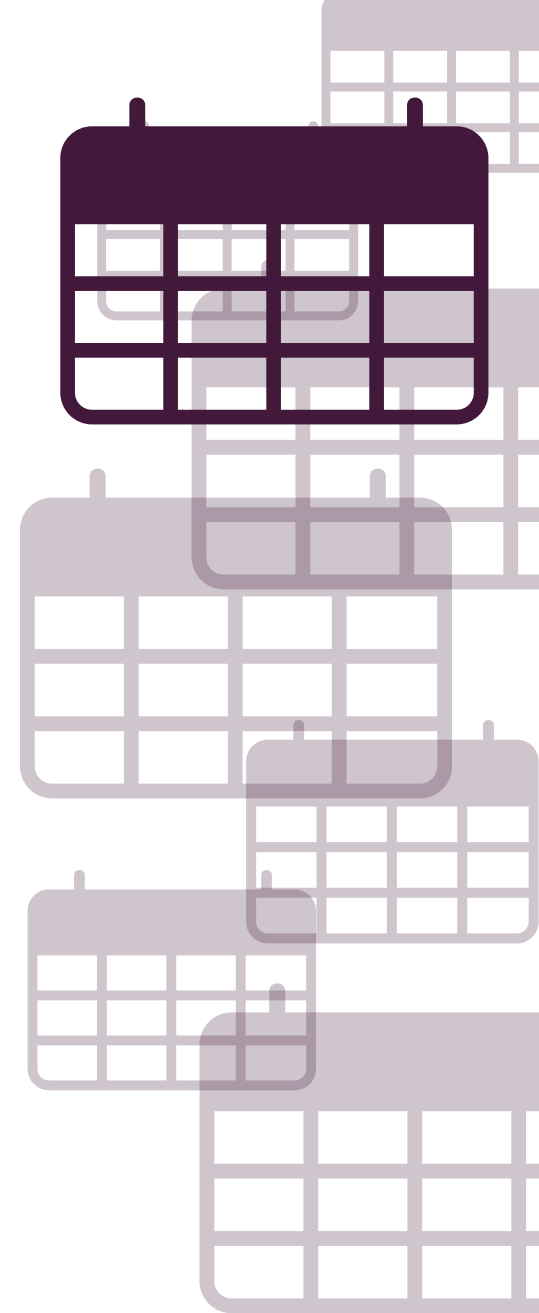
# UPCOMING WORKSHOPS

## Two Transformational Workshops in October 2022

Concordia University

Montreal, Quebec

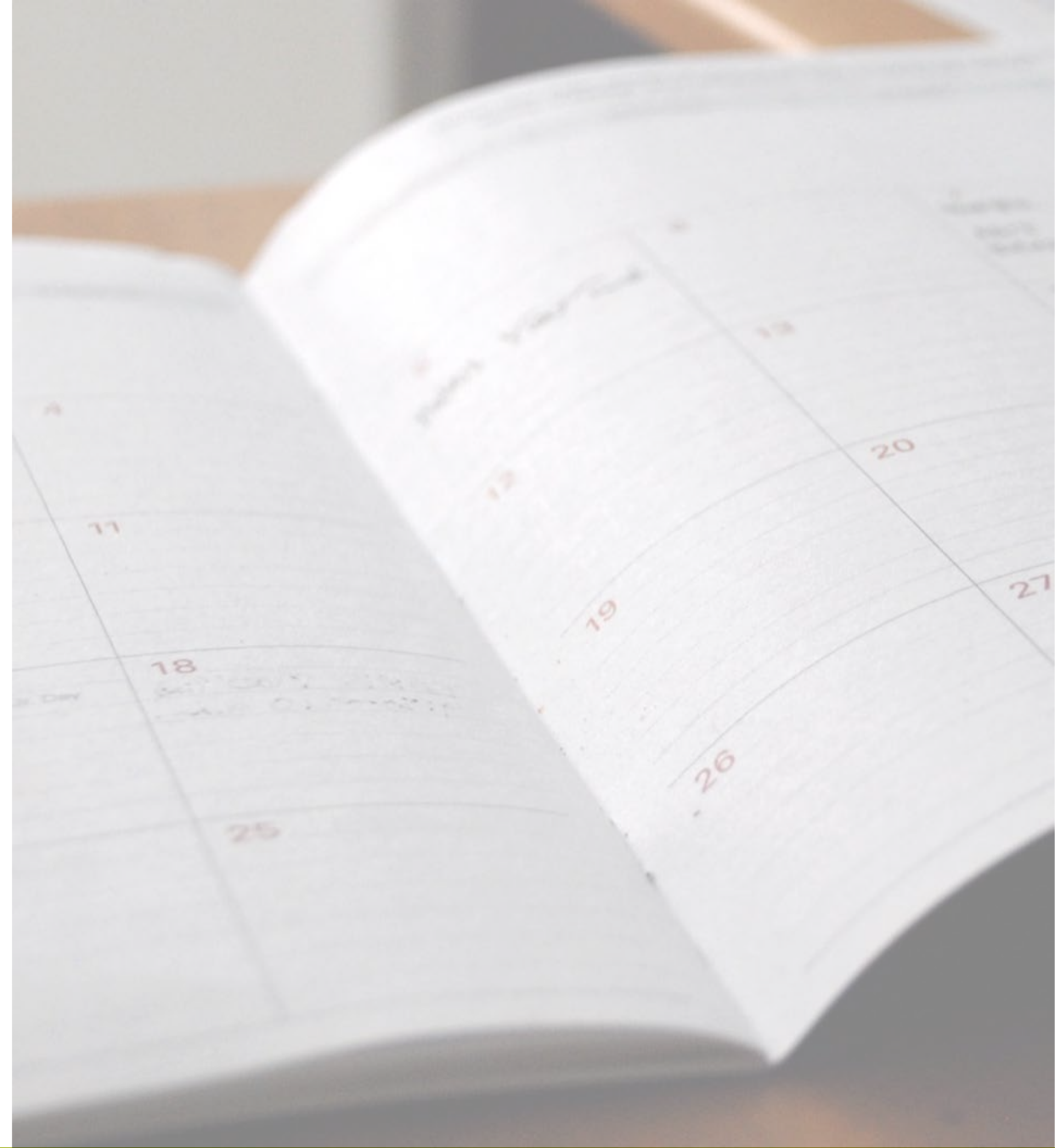
- **Human Interaction Workshop**  
16 – 21 October
- **Developing the Organizational and Personal Self**  
16 – 20 October



---

# OVERVIEW

- Welcome—Jim Gavin
- Introductions
- Connecting
- Foundations for Interaction Safety—  
Moving to a Joining Mindset
  - Self-assessment
  - Small group discussion
- Creating Interaction Safety—  
the Four Levels
  - Self-assessment
  - Small group discussion
- Dos and Don'ts of Interaction Safety
- Closing comments



# CONNECTING (6 MIN)

1. Name
2. Organization
3. One thing that enables you to feel interaction safety when you are with others.

Be prepared to share your answers from question #3 in the chat.



# HEADLINES

**SHARE RESPONSES TO QUESTION #3 IN CHAT:**

**One thing that enables you  
to feel interaction safety when you are with others**

# FOUNDATIONS FOR INTERACTION SAFETY: *MOVING TO JOINING*



# JUDGING

---

Think of a time when you felt someone was interacting with you in a **JUDGING** mode...

WHAT WERE YOUR...



# JOINING

---

Think of a time when you felt someone was interacting with you in a **JOINING** mode...

WHAT WERE YOUR...





# Judging and Joining Interactions

WHEN  
WE FEEL  
**JUDGED**  
WE ACT  
SMALL AND  
CONTRIBUTE  
LESS

## Judging Behaviors

About the Person

Sizing Up

Evaluating

I not We

Win/Lose

Defensive

Problem Finding

Telling

Short-Term

Closed Thinking

Not Giving Benefit of Doubt

Holding On to the Past

Withholding Trust

## Joining Behaviors

About the Issue/Work

Accepting

Exploring

WE not I

Win/Win

Curious

Problem Solving

Engaging

Long-Term

Open Thinking

Giving Benefit of Doubt

Letting Go of the Past

Extending Trust

WHEN  
WE FEEL  
**JOINED**  
WE CAN  
BE BIG AND  
CONTRIBUTE  
MORE

Reinforces  
being  
in a  
judging  
mode

Act  
small

Feel  
judged

Feel  
Joined

Be  
BIG

Reinforces  
being  
in a  
joining  
mode

# DON'T WE NEED TO JUDGE?

**Assessing is necessary in many situations, especially as it relates to *things*. We might assess:**

- Quality of work against a standard
- Effectiveness of a product or material against its intended use
- Ability to meet a deadline against the amount of work remaining in an area
- An individual's current level of competency against what is needed for a specific project



# JUDGING

- Being cautious
- Not giving benefit of the doubt

# JOINING

- Being open
- Giving benefit of the doubt

## 1. To what extent are you **JUDGING** or **JOINING** others?

| +5 | +4 | +3 | +2 | +1 | 0 | +1 | +2 | +3 | +4 | +5 |
|----|----|----|----|----|---|----|----|----|----|----|
|    |    |    |    |    |   |    |    |    |    |    |

# JUDGING

- Being cautious
- Not giving benefit of the doubt

# JOINING

- Being open
- Giving benefit of the doubt

1. To what extent do you **JUDGE** or **JOIN** others when they disagree with you?

| +5 | +4 | +3 | +2 | +1 | 0 | +1 | +2 | +3 | +4 | +5 |
|----|----|----|----|----|---|----|----|----|----|----|
|    |    |    |    |    |   |    |    |    |    |    |

# JUDGING

- Being cautious
- Not giving benefit of the doubt

# JOINING

- Being open
- Giving benefit of the doubt

## 1. To what extent is your business/function's culture JUDGING or JOINING?

| +5 | +4 | +3 | +2 | +1 | 0 | +1 | +2 | +3 | +4 | +5 |
|----|----|----|----|----|---|----|----|----|----|----|
|    |    |    |    |    |   |    |    |    |    |    |

# GROUP DISCUSSION



# BREAKOUTS—JOINING MINDSET

1. Share your scores from the assessment
2. What are 2 behaviors you exhibit when you are in JUDGING mode?
3. What are 2 behaviors you exhibit when you are in JOINING mode?
4. What are *2 actions* you will take to move to greater joining?



# HEADLINES

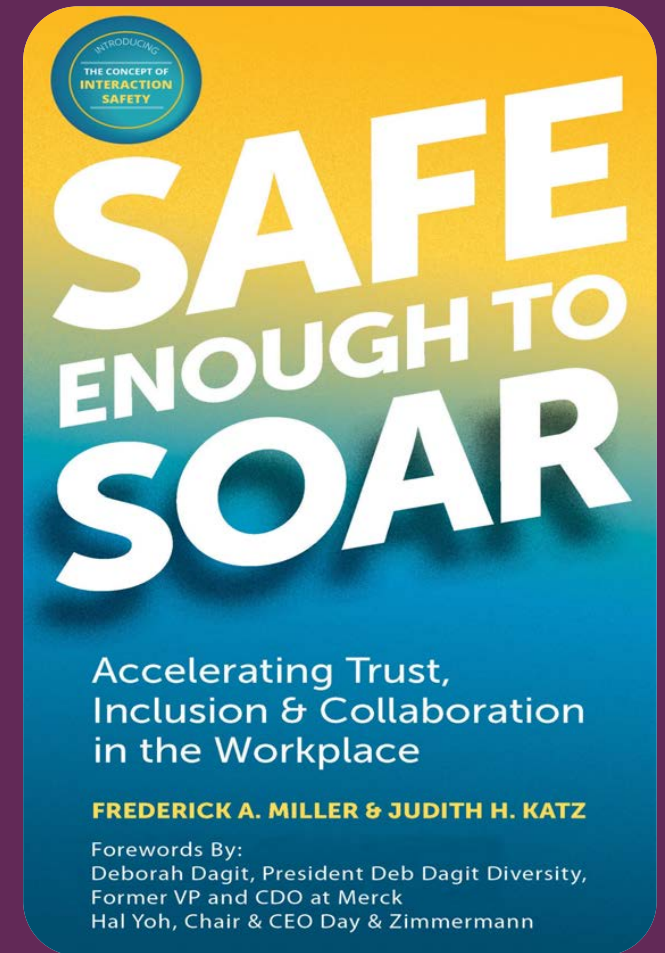
**SHARE RESPONSES TO QUESTION #4 IN CHAT:**

**What are 2 actions you will take to move to greater joining?**





# CREATING INTERACTION SAFETY



Hal Yoh, Chair & CEO Day & Zimmermann  
Former VP and CDO at Merck  
Deborah Dagit, President Deb Dagit Diversity  
Forewords by:

**FREDERICK A. MILLER & JUDITH H. KATZ**

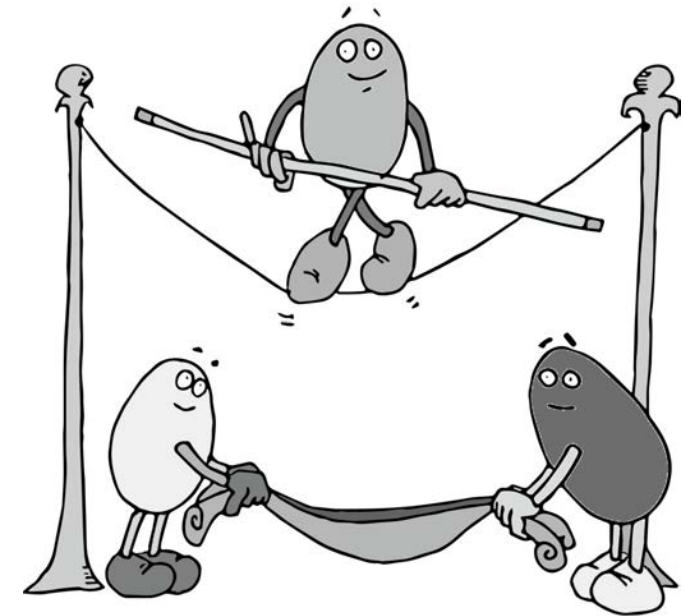
IN THE WORKPLACE



# INTERACTION SAFETY

**Interaction safety** creates an environment through **intentional actions** and behaviors that encourages reasonable risk-taking, sharing ideas, and creating an inclusive, collaborative workplace. It is an environment that makes people feel safe enough to share not just their best ideas, but their **still-in-formation** ideas.

When interaction safety exists, people know they will not be penalized, ostracized, demoted, made small, discounted, or shunned because of their thoughts, contributions, and conversations.

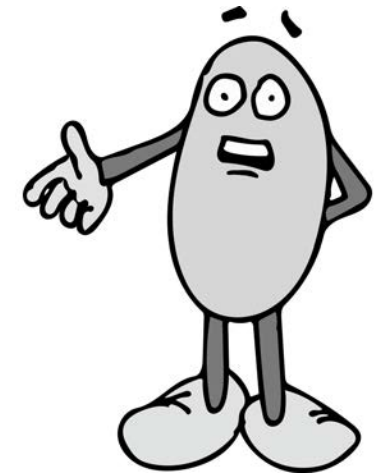


# INTERACTION SAFETY LEVEL 1

## On Your Own NO FOCUS

- No attention to interaction safety—no policies
- People judge each other
- Walk on eggshells
- Keep your head down; stay small
- People are ignored; hazed; sarcasm; digs; yelled at; mean jokes

HIDE—  
PLAY IT SAFE



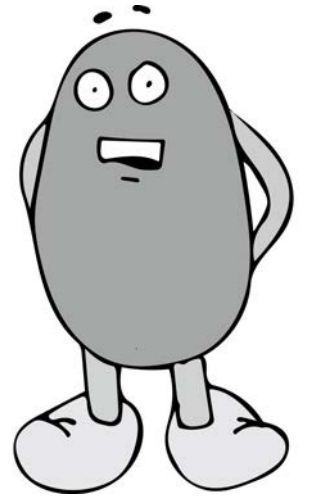
# INTERACTION SAFETY LEVEL 2

## Lip Service

LITTLE FOCUS • REACTIVE

- Policies may exist but no real action
- Wary of others—judging, lack of trust
- Agree in public, disagree in private
- Calculate risk to respond
- Speak when it relates to you

LOOK OUT FOR  
YOURSELF



*SAFE ENOUGH TO SOAR: ACCELERATING TRUST, INCLUSION AND COLLABORATION IN THE WORKPLACE* COPYRIGHT © 2018 WWW.KJCG.COM.



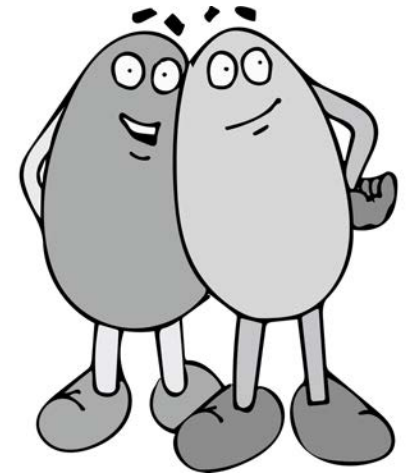
# INTERACTION SAFETY LEVEL 3

## Islands of Safety

SOME FOCUS • PREVENTIVE

- Policies moving towards supporting interaction safety
- Treat others as colleagues to be trusted
- Leaders actively build trust through interaction safety
- Still need to test—not all teams/people are safe
- Norm to listen, see others' point of view

LOOK OUT FOR  
SELF AND OTHERS



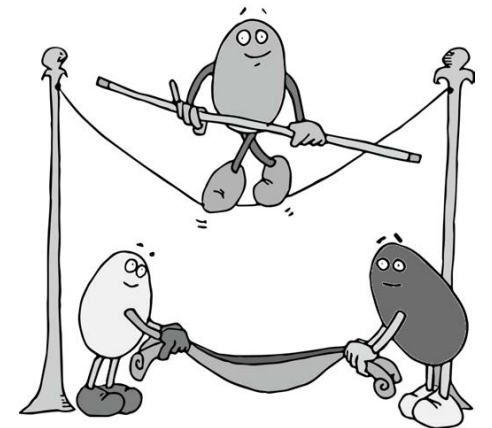
*SAFE ENOUGH TO SOAR: ACCELERATING TRUST, INCLUSION AND COLLABORATION IN THE WORKPLACE* COPYRIGHT © 2018 WWW.KJCG.COM.

# INTERACTION SAFETY LEVEL 4

## Way of Life MUCH FOCUS • PROACTIVE

- Policies fully support interaction safety
- People feel joined, freely voice opinions
- Benefit of the doubt
- Trust assumed
- Invite different perspectives
- Norm to work through conflict/differences

SUPPORT AND CARE ABOUT  
OTHERS—FEEL SAFE



*SAFE ENOUGH TO SOAR: ACCELERATING TRUST, INCLUSION AND COLLABORATION IN THE WORKPLACE* COPYRIGHT © 2018 WWW.KJCG.COM.

# Four Levels of Interaction Safety

**On Your Own**  
NO FOCUS

- No attention to interaction safety—no policies
- People judge each other
- Walk on eggshells
- Keep your head down; stay small
- People are ignored; hazed; sarcasm; digs; yelled at; mean jokes

**HIDE—  
PLAY IT SAFE**

**Lip Service**  
LITTLE FOCUS • REACTIVE

- Policies may exist but no real action
- Wary of others—judging, lack of trust
- Agree in public, disagree in private
- Calculate risk to respond
- Speak when it relates to you

**LOOK OUT FOR YOURSELF**

**Islands of Safety**  
SOME FOCUS • PREVENTIVE

- Policies moving towards supporting interaction safety
- Treat others as colleagues to be trusted
- Leaders actively build trust through interaction safety
- Still need to test—not all teams/people are safe
- Norm to listen, see others' point of view

**LOOK OUT FOR SELF AND OTHERS**

**Way of Life**  
MUCH FOCUS • PROACTIVE

- Policies fully support interaction safety
- People feel joined, freely voice opinions
- Benefit of the doubt
- Trust assumed
- Invite different perspectives
- Norm to work through conflict/differences

**SUPPORT AND CARE ABOUT OTHERS—FEEL SAFE**



SAFE ENOUGH TO SOAR: ACCELERATING TRUST, INCLUSION AND COLLABORATION IN THE WORKPLACE COPYRIGHT © 2018 WWW.KJCG.COM.



# INTERACTION SAFETY SELF ASSESSMENT

1. To what extent do YOU feel safe enough to speak up in your workplace?

| 0<br>Not At All | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10<br>To a Great<br>Extent |
|-----------------|---|---|---|---|---|---|---|---|---|----------------------------|
|                 |   |   |   |   |   |   |   |   |   |                            |





# INTERACTION SAFETY SELF ASSESSMENT

2. To what extent do YOU feel safe enough to speak up in your family (immediate and extended) life?

| 0<br>Not At All | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10<br>To a Great<br>Extent |
|-----------------|---|---|---|---|---|---|---|---|---|----------------------------|
|                 |   |   |   |   |   |   |   |   |   |                            |



# INTERACTION SAFETY SELF ASSESSMENT

3. To what extent do YOU feel safe enough to speak up with your friends?

| 0<br>Not At All | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10<br>To a Great<br>Extent |
|-----------------|---|---|---|---|---|---|---|---|---|----------------------------|
|                 |   |   |   |   |   |   |   |   |   |                            |



# BREAKOUTS—INTERACTION SAFETY

1. Share your scores.
2. What is one thing that *BLOCKS* you from feeling safe enough to speak up more?
3. What can you do to create more Interaction Safety for yourself?



# HEADLINES

**SHARE RESPONSES TO QUESTION #3 IN CHAT:**

**What can you do to create more interaction safety  
for yourself?**

# CREATING INTERACTION SAFETY

## DO'S

- Join
- Yes, AND...
- Encourage
- Find agreement
- Be supportive
- Challenge for learning and growth
- Assume and extend trust
- Initiate
- Be open and available
- Express yourself
- Problem solve

## DON'TS

- Judge
- Yes, BUT...
- Belittle
- Find holes
- Be skeptical
- Challenge to one-up others
- Withhold trust
- Hold back
- Be cautious
- Second-guess yourself
- Find blame

*SAFE ENOUGH TO SOAR: ACCELERATING TRUST, INCLUSION AND COLLABORATION IN THE WORKPLACE* COPYRIGHT © 2018 WWW.KJCG.COM.



## Two Transformational Workshops in October 2022

*Concordia University, Montréal, Quebec*

# HI

Human Interaction  
Learning Laboratory

**16 – 21 October 2022**

# D/OPS

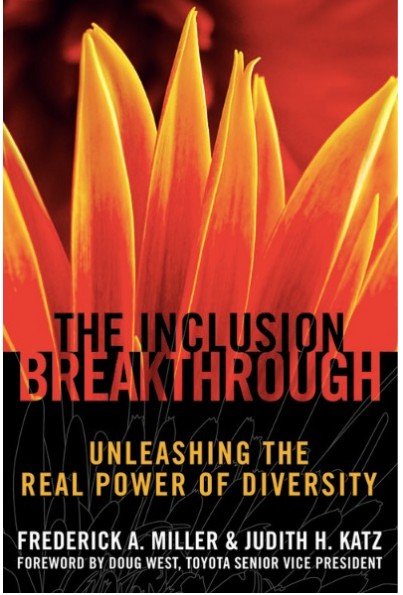
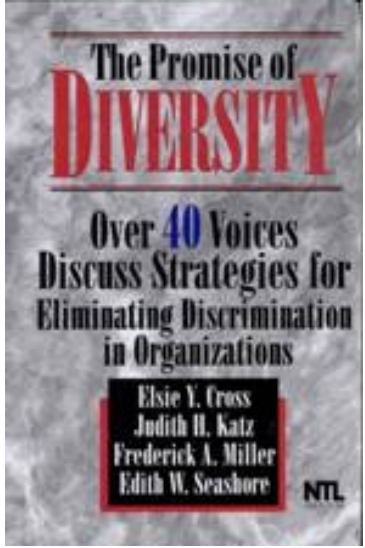
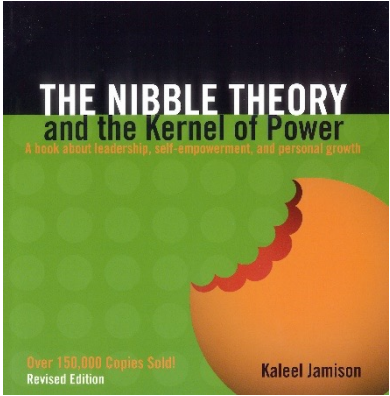
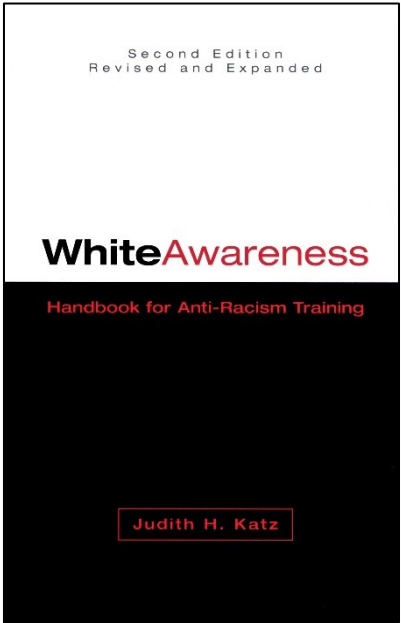
Developing the Organizational  
and Personal Self

**16 – 20 October 2022**

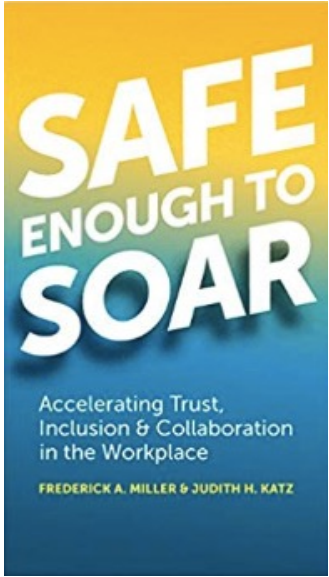
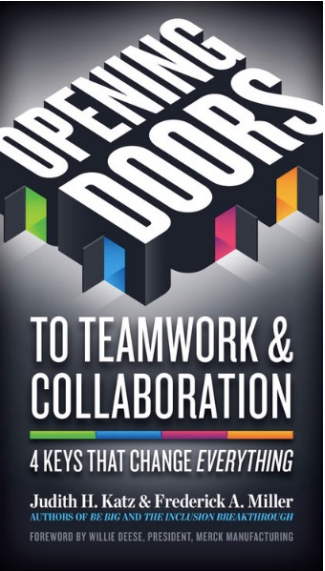
***Registration reopening soon***

[concordia.ca/chrcs](https://concordia.ca/chrcs)

# MERCI THANK YOU



## BOOKS



@KJCGINC



WWW.KJCG.COM



THE KALEEL JAMISON CONSULTING GROUP, INC.

