

Team Effectiveness: Summary Sheet

Psychological Safety | Team Trust | Belonging

1. Psychological Safety

Meaning: Feeling safe to ask questions, share ideas and admit mistakes without fear of being embarrassed or punished.

Why it matters: People communicate more openly, learn from mistakes and suggest new ways to work. Leaders can listen carefully, thank people for ideas and respond kindly to errors.

Workplace example: In a team meeting, a new worker points out a problem. The manager listens and the team fixes it together.

Key answer: When people feel safe, they are more willing to speak up and share ideas.

2. Team Trust

Meaning: Believing that team members are honest, reliable and will support each other.

Why it matters: Trust helps people share tasks, work together and solve problems faster. It grows when people keep promises, communicate clearly and treat others fairly.

Damage and repair: Broken promises or gossip can damage trust. Saying sorry, being honest and showing reliable behaviour over time can help rebuild it.

Workplace example: Colleagues trust each other to finish their part of a group project on time.

Key answer: Trust makes teamwork easier because people can depend on each other.

3. Belonging

Meaning: Feeling accepted, included and valued as part of a team.

Why it matters: Belonging can improve confidence, motivation and wellbeing. Without it, people may feel lonely, stay quiet or lose interest in their work.

How to build it: Invite everyone to join discussions, respect differences, give fair opportunities and welcome new staff.

Workplace example: A manager asks every team member for their opinion, including new employees.

Key answer: People who feel included are more confident and willing to contribute.

My Reflection

I think **psychological safety** has the biggest impact on teamwork. When people are not afraid to speak, they can ask for help, share ideas and learn from mistakes. This can also help build trust and belonging.

Sources

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