



5C's of Psychological Safety

Duration: 2.5 hours

Facilitators: Karyn Ross & Jessica House

Venue: Virtual, via Zoom

Do you want to build a culture of trust, collaboration, and innovation at work? Do you want everyone to feel included, accepted for who they are, and valued? If yes, you need an environment where everyone feels psychologically safe. Join Karyn Ross and Jessica House as they set the stage for you to create psychological safety for yourself and at work in this 2.5 hour fully interactive workshop.

What you will learn:

- Why is Psychological Safety so important?
- What are the 5C's of Psychological Safety?
- How can I create Psychological Safety?

What you will walk away with:

- Receive your very own individual and organizational assessment tools
- Personalized 5C's workbook to help you get started

Who should attend?

- Those who are new to leadership or interested in “kind leadership”
- Anyone who has responsibility related to learning, growth, innovation, and improvement of themselves and/or of others
- Anyone involved with engagement, retention, wellness, or continuous improvement

Dates: October 28th

Time: 8-10:30am

Location: The comfort of your home/office via Zoom

Technology (virtual): Computer/laptop. A second monitor can be helpful, but not required. You will need to be on-screen, so please use a device with a webcam and a mic. Multiple people can join from a conference room with a webcam, but registration is required for each attendee.

Member Cost: \$80 (\$125 for non-members)

Registration link: <https://tinyurl.com/NWHPEC-5Cs>

Facilitator Bios



Karyn Ross is on a mission to Help People Create a Better, Kinder World. An artist, internationally acclaimed speaker, award-winning author, consultant, coach and practitioner, Karyn travels the globe teaching people her unique system of combining creativity, continuous improvement and kindness to make a better world. As well as being the owner of KRC (Karyn Ross Consulting) Karyn is one of the Founding Mothers of Women in Lean – Our Table, a global group of more than 750 women lean practitioners. Karyn is also Founder and President of the Love and Kindness Project Foundation, a registered public charity and The New School for Kind Leaders. She has created both of these initiatives to help people around the world think, speak, act and lead more kindly.

Karyn's sixth book, *The Kind Leader: A Practical Guide to Eliminating Fear, Creating Trust and Leading with Kindness* is available for preorder. Karyn's five other books are: *How to Coach for Creativity and Service Excellence: A Lean Coaching Workbook*, the Shingo-award winning *The Toyota Way to Service Excellence: Lean Transformation in Service Organizations*, *I'll Keep You Posted: 102 of My Reflections to Help You Start – and Deepen – Your Own Active Reflection Process*, *Think Kindly – Speak Kindly – Act Kindly: 366 Easy and Free Ideas You Can Use to Create a Kinder World...Starting Today*, and *Big Karma and Little Kosmo Help Each Other*. Proceeds from books fund The Love and Kindness Project Foundation.

When not traveling, Karyn spends time designing and sewing her own clothes! Follow Karyn on LinkedIn for a daily inspirational post about creativity, kindness and/or continuous improvement.



Jessica House is an experienced mental health counsellor and coach with a diverse background that includes mental health services, leadership, and lean management. With over a decade of experience in the mental health field, and an unwavering philosophy that every human being wants to do well (and can do well), Jessica's passion is helping children, parents and families live their best life. Jessica has designed mental health and wellness programs from the ground up based on the needs in the community. She has a Master's in Counselling Psychology and is a Canadian Certified Counsellor.

Jessica was introduced to lean management while working in the mental health field. Committed and determined to learn new skills that could help improve the lives of people she worked with, Jessica fully immersed herself in Lean, changing careers to lead an organization on their transformational Lean journey, obtaining her Black Belt certification, and helping hundreds of people develop the behaviours, skills, and mindset of continuous improvement. By combining both lean and mental health, Jessica started her own business, LightHouse Counselling and Wellness, where she currently collaborates with individuals, families, and organizations to set and achieve ambitious goals, improve performance, and enhance their overall mental health and wellness. She is the co-creator of the 5C's of psychological safety, a methodology that when practiced, sets the stage for learning, growth, innovation, and improvement. She has been a guest speaker on podcasts and at conferences and enjoys talking about all things related to mental health, lean management, and parenting.