

Source: [Amy Edmondson's TedTalk on Creating Psychological Safety at work](#)

- **Frame the situation as a learning problem**
 - Here's the situation, I need your help solving this
 - There's a lot of things that are uncertain
 - None of us have all of the answers, so let's just throw out some ideas
- **Acknowledge your own fallibility**
 - I may be missing something
 - I don't have all of the answers
 - I'm not an expert in _____
 - I've made mistakes in the past in doing....
- **Model curiosity**
 - I wonder what would happen if...
 - I'm curious to hear your perspective on...
 - What if our assumption around ____ wasn't true?
 - What would be the risks of doing...
 - What are the implications of...
 - Use level II listening when responding