# Speaking Up Culture and Psychological Safety Training Course for Healthcare Professionals

3 – 7 October 2027
Geneva

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Training Center

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**Ref:** 1394_202948 **Date:** 3 – 7 October 2027 **Location:** Geneva **Fees:** 6200 Euro

## Overview

Speaking Up Culture and Psychological Safety Training Course for Healthcare Professionals is a one-week intermediate course for clinical team leaders, healthcare supervisors, patient safety professionals, quality specialists, educators, and managers who leave with a Healthcare Speaking-Up and Psychological Safety Improvement Pack. Participants connect psychological safety in healthcare, speaking-up culture, graded assertiveness, leader response, concern escalation, learning from concerns, and improvement measures through realistic team situations. Agile Leaders Training Center presents healthcare speaking up as a daily patient-safety and team-learning practice.

## Who Should Attend

- Functions responsible for clinical team communication and coordination
- Leaders who receive, respond to, and follow up on staff concerns
- Teams responsible for patient safety, quality, and organizational learning
- Functions designing education, simulation, and team-development activities
- Teams reviewing culture indicators, incidents, and reporting barriers
- Managers responsible for fair treatment and reliable escalation routes

The course assumes participants already lead, support, or improve healthcare teams and leaves out clinical procedure training and specialist employment-law advice.

## Departments and Industries

The course serves departments and healthcare settings where team communication and concern escalation affect safe service delivery.

- Hospitals, clinics, ambulatory care, and diagnostic services
- Primary care, community health, and long-term care
- Patient safety, quality improvement, and clinical governance functions
- Nursing, medicine, allied health, and pharmacy teams
- Human resources, organizational development, and staff wellbeing
- Clinical education, simulation, and professional development teams

## Learning Objectives

By the end of this course, participants will be able to:

- Analyze barriers to speaking up in healthcare teams
- Apply graded assertiveness and concern-escalation tools
- Use leader responses that support psychological safety
- Build fair follow-up and learning pathways
- Evaluate meeting and debrief practices
- Prioritize measurable culture-improvement actions

## Course Agenda

### Day 1: Psychological Safety and Team Voice

- Healthcare Psychological Safety Conditions Map
- Speaking-Up Barrier and Enabler Analysis
- Team Voice Risk Scenario Canvas
- Leader Behavior Observation Guide
- Baseline Culture Evidence Register

### Day 2: Assertive Communication and Escalation

- TeamSTEPPS Advocacy and Assertion Sequence
- CUS Signal Phrase Practice Method
- Two-Challenge Rule Escalation Path
- DESC Conflict Conversation Script
- Concern Route and Decision Tree

### Day 3: Leader Response and Fair Follow-Up

- Invite-Listen-Thank-Follow-Up Response Model
- Concern Acknowledgment Conversation Checklist
- Just Culture Response Boundary Map
- Confidentiality and Feedback Decision Guide
- Concern Closure and Learning Record

### Day 4: Team Routines and Improvement Measures

- Inclusive Meeting Voice Check
- Safety Huddle Concern Capture Board
- Clinical Debrief Learning Template
- Speaking-Up Indicator Dashboard
- Barrier Removal Action Tracker

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## Day 5: Speaking-Up Culture Practice

- Exercise: Diagnose a Team Voice Barrier
- Exercise: Apply Graded Assertiveness Tools
- Exercise: Respond to and Follow Up a Concern
- Exercise: Review Culture Evidence and Actions
- Capstone Exercise: Healthcare Speaking-Up and Psychological Safety Improvement Pack

## Practical Exercises

The course uses suggested activities drawn from inpatient care, clinics, diagnostics, community services, and support functions.

- Suggested activity: diagnose why a team member stays silent and map the behavioral, relational, and process barriers.
- Suggested activity: practice advocacy, CUS, the Two-Challenge Rule, and DESC across patient-safety and team-conflict scenarios.
- Suggested activity: compare leader responses and design acknowledgment, escalation, feedback, confidentiality, and learning steps.
- Suggested activity: combine team routines, indicators, responsibilities, and improvement actions into the capstone pack.

## FAQs

### Who suits healthcare speaking-up and psychological safety training, and what does it assume?

Healthcare speaking-up and psychological safety training suits leaders and improvement professionals who already work with teams, communication, patient safety, quality, education, or culture change.

### How does psychological safety training differ from general patient safety training?

Psychological safety training concentrates on team voice, interpersonal risk, leader response, escalation, fair follow-up, and learning routines rather than the full range of clinical safety systems.

### What does graded assertiveness mean in healthcare speaking up?

Graded assertiveness means increasing the clarity and strength of a concern when the risk remains unresolved while keeping communication respectful and focused on safety.

### How should healthcare leaders respond when staff speak up?

Healthcare leaders should acknowledge the person, listen without defensiveness, clarify the concern, protect fair treatment, explain next steps, follow up, and share learning where appropriate.

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## How can healthcare teams measure psychological safety and speaking-up culture?

Healthcare teams can combine staff feedback, observed behaviors, reporting patterns, response timeliness, follow-up quality, recurring barriers, debrief learning, and action closure without treating one measure as definitive.

## Conclusion

The course connects psychological safety, team voice, graded assertiveness, leader response, fair follow-up, learning routines, and improvement measures. Participants take back a Healthcare Speaking-Up and Psychological Safety Improvement Pack that turns concerns into traceable response and learning. The pack helps teams raise risks earlier, respond consistently, and strengthen everyday participation.