



Restoring Workplace Resilience:

CULTIVATING A SUPPORTIVE ENVIRONMENT FOR
ENHANCED PSYCHOLOGICAL SAFETY

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ASSISTANT DIRECTOR

WEB SHARED SERVICES & IT HUMAN RESOURCES

SUNY SYSTEM ADMINISTRATION

Problem: Hiring and Maintaining Information Technology employees at System Administration

- ▶ LOYALTY amidst 'quiet quitting'
- ▶ Timothy R. Clark: The 4 Stages of Psychological Safety
- ▶ Google's Project Aristotle Study:
<https://www.leaderfactor.com/learn/project-aristotle-psychological-safety>

GOAL: Implement practices fostering each of these psychological safety stages in the everyday workplace.

HOW?

SUNY Interview Day

Hiring & training multiple people at same time

Synchronized Employee Training

Newly hired employees receive training at the same "All in this together"

Lead by example

Give opportunities for the "lowest" team member to be heard

HOW?

Team
IN OFFICE
Days

One day a week
where entire IT office is
in person

Quarterly Team
Building.

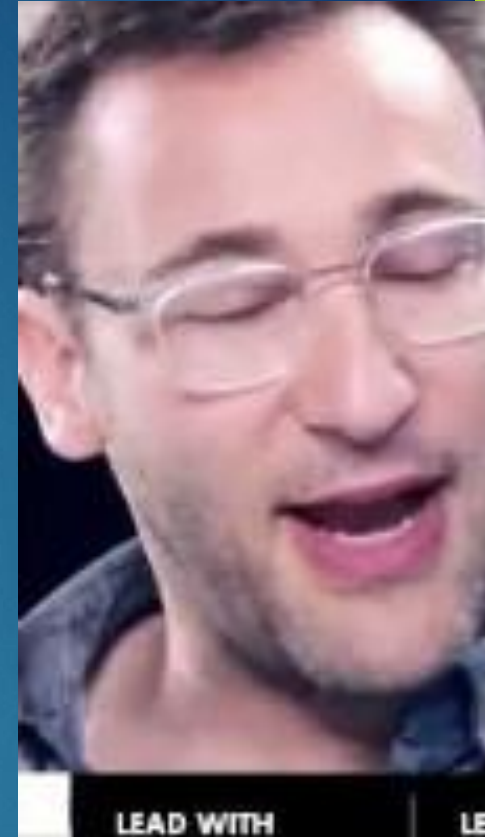
Christmas Party
snowball fight and
'White Elephant' gift
exchange & Spring
Cornhole tournament

Resources for
leadership roles

Provide workshops
and resources about
psychological safety
to those in leadership
roles

Communication

- ▶ HR communication - Email inviting students to apply
- ▶ Conducting interviews
- ▶ Office Interactions
- ▶ Communication to director roles what their responsibilities are as leaders



“Leaders are responsible for the people who are responsible for the results.” – Simon Sinek

English-American author & inspirational speaker

Potential Conflicts & Challenges

- ▶ IT introverts ? – Know your audience
- ▶ Group Hiring not always an option
- ▶ Leadership roles not taking Psychological Safety seriously

What did you learn

- ▶ ‘By prioritizing inclusion, learning, contribution, and healthy conflict, leaders can foster a culture of psychological safety, leading to improved team performance and overall organizational success.’

- ▶ <https://www.leaderfactor.com/learn/project-aristotle-psychological-safety>

Restoring the resiliency of the workforce internally, building loyalty, and fostering a successful team.

Questions?

THANK YOU!

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All the presenters throughout the program

Carrie Pause, SUNY System Admin Asst CIO