

## Cheat sheet:

# Create psychological safety in your association

Here are seven simple steps that make a big difference in everyday life:

- ☐ **Everyone is heard**  
Start meetings with a short round where everyone can say something – even if it's just 'I'm listening today'.
- ☐ **It's okay to ask questions**  
Create a culture where questions – even 'stupid' ones – are welcome.
- ☐ **Mistakes are used for learning, not blame**  
Say out loud that mistakes are a natural part of learning and developing.
- ☐ **Say 'thank you' for honesty and courage**  
Acknowledge when someone shares something vulnerable, speaks up or talks about something difficult.
- ☐ **Create clear frameworks and expectations**  
Make it clear what is expected – and what is not expected.
- ☐ **Make room for diversity**  
Show respect for different perspectives and experiences. It is a strength, not a weakness.
- ☐ **Make it safe to say 'no'**  
Respect if someone does not have the time or energy. It builds trust.

## Recommendation for association leaders

*'Safety in an association is not about avoiding problems – it's about being able to talk openly about them. It starts with us, the leaders.'*

- Talk about psychological safety – make it a shared responsibility.
- Set a good example: Ask questions, admit mistakes, be curious.
- Listen more, judge less.
- Invite conversations about what makes your association a safe place to be.