

Certified Psychological Safety Leader (CPSL)

Course code: HSE-002



SPARK TRAINING

Professional training courses for leaders, specialists, and organizations seeking practical capability development.

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— Workshop Overview

The Complete Course on Psychological Safety and Empathy in Leadership Unlock the full potential of your team by cultivating a culture of trust, empathy, and open communication. The Certified Psychological Safety Leader (CPSL) training course equips leaders with the knowledge, mindset, and actionable tools to build psychologically safe workplaces—where team members feel confident to share ideas, raise concerns, admit mistakes, and contribute without fear of judgment or retaliation. Psychological safety and empathetic leadership are not just soft skills—they are foundational to high-performing teams and organizational success. This course delves deep into the core principles of psychological safety, helping leaders understand the complex relationship between fear, trust, and team dynamics. Participants will learn how to recognize emotional cues, respond with emotional intelligence, and create inclusive environments that encourage honest dialogue and continuous learning. Through interactive learning methods—including group discussions, real-world case studies, and hands-on exercises—participants will develop practical strategies to foster team engagement, strengthen collaboration, and lead with authenticity and resilience.

Key Takeaways:

- Understand the science and significance of psychological safety in the workplace
- Cultivate empathy as a core leadership capability
- Recognize and respond to emotional and behavioral signals in teams
- Facilitate transparent, judgment-free conversations
- Strengthen team trust, innovation, and performance

- Apply inclusive leadership techniques that promote engagement and belonging Training Course

Objectives By the end of this Certified Psychological Safety Leader (CPSL) training course, participants will be able to:

- Explain the core principles of psychological safety and analyze how it influences team performance, innovation, and organizational culture
- Apply empathetic leadership practices to cultivate trust, strengthen engagement, and foster a collaborative team environment
- Recognize and address common barriers to open communication, and design safe, judgment-free spaces for honest feedback and dialogue
- Enhance emotional intelligence (EQ) to better understand team dynamics, support psychological wellbeing, and reduce fear-based behavior in the workplace

- Develop and implement a personalized leadership action plan to integrate psychological safety and empathy into daily leadership practices, team interactions, and organizational initiatives Designed for This training course is suitable to a wide range of professionals but will greatly benefit:

- Executives and senior managers
- Team leaders and department heads
- HR and talent development professionals
- Change agents and transformation leaders

- Anyone responsible for people leadership or team culture Learning Methods This training course will utilise a variety of proven adult learning techniques to ensure maximum understanding, comprehension and retention of the information presented. This includes an interactive mixture of lecture-led learning & group discussions.

Learning Objectives

- Explain the core principles of psychological safety and analyze how it influences team performance, innovation, and organizational culture
- Apply empathetic leadership practices to cultivate trust, strengthen engagement, and foster a collaborative team environment
- Recognize and address common barriers to open communication, and design safe, judgment-free spaces for honest feedback and dialogue
- Enhance emotional intelligence (EQ) to better understand team dynamics, support psychological wellbeing, and reduce fear-based behavior in the workplace
- Develop and implement a personalized leadership action plan to integrate psychological safety and empathy into daily leadership practices, team interactions, and organizational initiatives

Course Outline

**DAY
1****Day One: Foundations of Psychological Safety in Leadership**

- The science and impact of psychological safety in the workplace
- Amy Edmondson's framework and its application in leadership
- The cost of silence: fear-based cultures vs. open cultures
- Recognizing signs of psychological unsafety in teams
- Leader's role in shaping safe-to-speak environments

**DAY
2****Day Two: The Power of Empathetic Leadership**

- Defining empathy and its distinction from sympathy and compassion
- Empathy as a leadership strength and emotional intelligence pillar
- Recognizing emotional cues in yourself and others
- Techniques to practice active listening and emotional validation
- Building emotional rapport with diverse teams

**DAY
3****Day Three: Leading with Trust and Vulnerability**

- Creating psychological contracts with your team
- Modeling vulnerability and humility as a leader
- Encouraging failure tolerance and learning from mistakes
- Handling difficult conversations with care and empathy
- Establishing boundaries while staying emotionally connected

**DAY
4****Day Four: Empowering Open Communication and Inclusion**

- Removing communication barriers and hierarchical fear
- Inclusive leadership: inviting all voices to the table
- Facilitating open dialogue in team meetings and reviews
- Encouraging feedback without retribution
- Designing mechanisms for continuous, open communication

**DAY
5****Day Five: Embedding Safety and Empathy into Culture**

- Assessing your team's psychological safety levels
- Leadership self-assessment: empathy and safety indicators
- Coaching others to lead with empathy and safety
- Crafting a leadership action plan

— Upcoming Classroom Dates

Schedule available on request. Contact SPARK Training for current dates, locations, and fees.

— Certificate and Registration

Participants who attend and complete the full programme receive a SPARK Training Certificate of Completion. For registration, in-house delivery, or availability questions, contact info@sparktraining.eu or +31 85 115 0004.