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COURSE BROCHURE

# Innovation Culture and Psychological Safety Training Course

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Dar es Salaam

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Registered in the United Kingdom and Saudi Arabia

# Innovation Culture and Psychological Safety Training Course

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Innovation Culture and Psychological Safety is a 1-week training course for department heads, HR leads and innovation leads who shape how people raise ideas, test them and talk about setbacks, and who leave with an innovation climate action charter. Organisations now compete on how fast staff surface and test new ideas, and fear of blame blocks that flow. Jupiter Prime Training delivers this course in innovation culture and psychological safety.

## Why Innovation Culture and Psychological Safety Matters Now

Three pressures make the climate for new ideas a leadership question. Shorter product and service cycles reward units that test assumptions cheaply and early. Younger professionals judge employers by whether they can speak up without penalty. A department with a healthy climate surfaces problems while they are small; one with a fearful climate hides errors and repeats them. The course connects these behaviours to organisational learning principles found in knowledge management practice, including ISO 30401 Knowledge management systems - Requirements.

## Who Gains Most from Innovation Culture and Psychological Safety

- Department heads who model candour and decide which ideas receive time
- HR business partners who design recognition, appraisal and promotion signals around experimentation
- Innovation leads who run idea campaigns, challenge panels and stage-gate funnels
- Learning and development owners who build reflection routines into everyday operations
- Communications owners who shape stories about failed and successful trials

A leadership group from one division gains most when several heads attend together and agree shared rituals.

## Innovation Culture and Psychological Safety Capabilities

Participants move from describing a fearful or open climate to changing the signals that create it.

- Assess team psychological safety with a validated survey and listening sessions — for department heads
- Design an idea pipeline with intake, triage and funding gates — for innovation sponsors
- Build experimentation routines with hypotheses and kill criteria — for product and service owners
- Specify recognition rules that reward intelligent failure — for HR and reward committees
- Calculate innovation climate indicators and track them — for the executive committee
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Communicate failure stories that convert setbacks into reusable lessons — for staff across the division

## Key Innovation Culture and Psychological Safety Terms

- Psychological safety — A shared belief that a team is safe for interpersonal risk, such as admitting mistakes.
- Intelligent failure — An unsuccessful result from a well-designed, small-scale trial that produces new knowledge at modest cost.
- Idea pipeline — The staged route an idea follows from submission through screening, testing and scaling or closure.
- Innovation climate — Perceived support for creativity and idea sharing in a unit, measured through staff surveys.
- Kill criteria — Conditions agreed before a trial starts that end the experiment if they are met.
- Blameless post-mortem — A structured reflection on a setback that focuses on causes and system fixes rather than individual fault.

## Innovation Culture and Psychological Safety Day by Day

### Day 1: Forces Shaping the Climate for Ideas

- Culture Iceberg Model — Linking Visible Behaviours to Hidden Assumptions
- Speak-Up Barriers Diagnostic — Locating Where Fear Silences Staff
- Learning Zone Matrix — Balancing Accountability With Interpersonal Safety
- Innovation Ambition Statement — Agreeing Why the Division Needs New Ideas
- Stakeholder Influence Map — Identifying Sponsors and Sceptics of Change

### Day 2: Leadership Behaviours and Psychological Safety

- Leader Humility and Inquiry Habits — Inviting Challenge in Daily Meetings
- Psychological Safety Pulse Survey — Measuring Candour Across Teams
- Response to Bad News Protocol — Rewarding Messengers Instead of Punishing Them
- Inclusive Meeting Rituals — Hearing Quiet Voices Before Decisions Close
- Leadership Signal Audit — Matching Stated Values With Actual Incentives

### Day 3: Idea Pipelines and Experimentation Routines

- Idea Intake Channels and Challenge Campaigns — Focusing Creativity on Real Problems
- Triage Scorecard and Stage Gates — Deciding Which Ideas Receive Resources
- Hypothesis Cards and Minimum Viable Tests — Learning Cheaply Before Scaling
- Experiment Portfolio Board — Balancing Incremental and Bold Bets
- Kill Criteria and Pivot Rules — Ending Trials Without Stigma

## Day 4: Rewarding Learning and Measuring Climate

- Intelligent Failure Recognition Scheme — Celebrating Well-Designed Trials That Did Not Work
- Blameless Post-Mortem Format — Turning Setbacks Into Shared System Lessons
- Appraisal and Promotion Signals — Aligning HR Policy With Experimentation
- Innovation Climate Index — Selecting Indicators Executives Track Each Quarter
- Lessons Library and Storytelling — Spreading What Trials Taught the Organisation

## Day 5: Practising the Innovation Climate Action Charter

- Speak-Up Diagnostic Replay — Applying Survey Findings to a Hospital Department Case
- Pipeline Design Sprint — Building Intake and Gates for a Utility Division
- Failure Story Rehearsal — Presenting a Setback to a Senior Panel
- Ninety-Day Ritual Calendar — Sequencing Behaviours, Routines and Recognition
- Innovation Climate Action Charter — Commitments, Indicators and Owners

## Applying Innovation Culture and Psychological Safety After the Course

- Run a psychological safety pulse survey in one department and hold a listening session on the lowest-scoring item.
- Launch one challenge campaign with a triage scorecard and agreed kill criteria for the first three trials.

## Innovation Culture and Psychological Safety Questions FAQ

### What is innovation culture and psychological safety and why does it matter now?

Innovation culture and psychological safety describe the conditions in which staff share ideas, test them and admit setbacks without fear. It matters now because faster cycles reward units that surface and test ideas early.

### Which roles gain most from innovation culture and psychological safety?

Department heads, HR partners and innovation leads gain most from innovation culture and psychological safety. They control the signals and idea routes that decide whether people speak up.

### How does innovation culture and psychological safety differ from a design thinking course?

Innovation culture and psychological safety work on the climate around ideas rather than one creative method. A design thinking course teaches a problem-solving process; this one changes leader behaviour, pipelines and rewards.

## What do you bring back from innovation culture and psychological safety?

You bring back a measured view of your department's climate and a set of routines to change it, including a pulse survey, pipeline gates and a ritual calendar.

## Innovation Culture and Psychological Safety: The Way Forward

The innovation climate action charter gives the leadership group its first decision: which behaviour and routine to change in the coming quarter. Heads and HR use it to assign owners and track the climate index. After the first survey cycle, revisit how leaders respond to bad news, since that response sets the tone for every later trial.