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HEALTH SAFETY AND ENVIRONMENT | HSE-002

Certified Psychological Safety Leader (CPSL)

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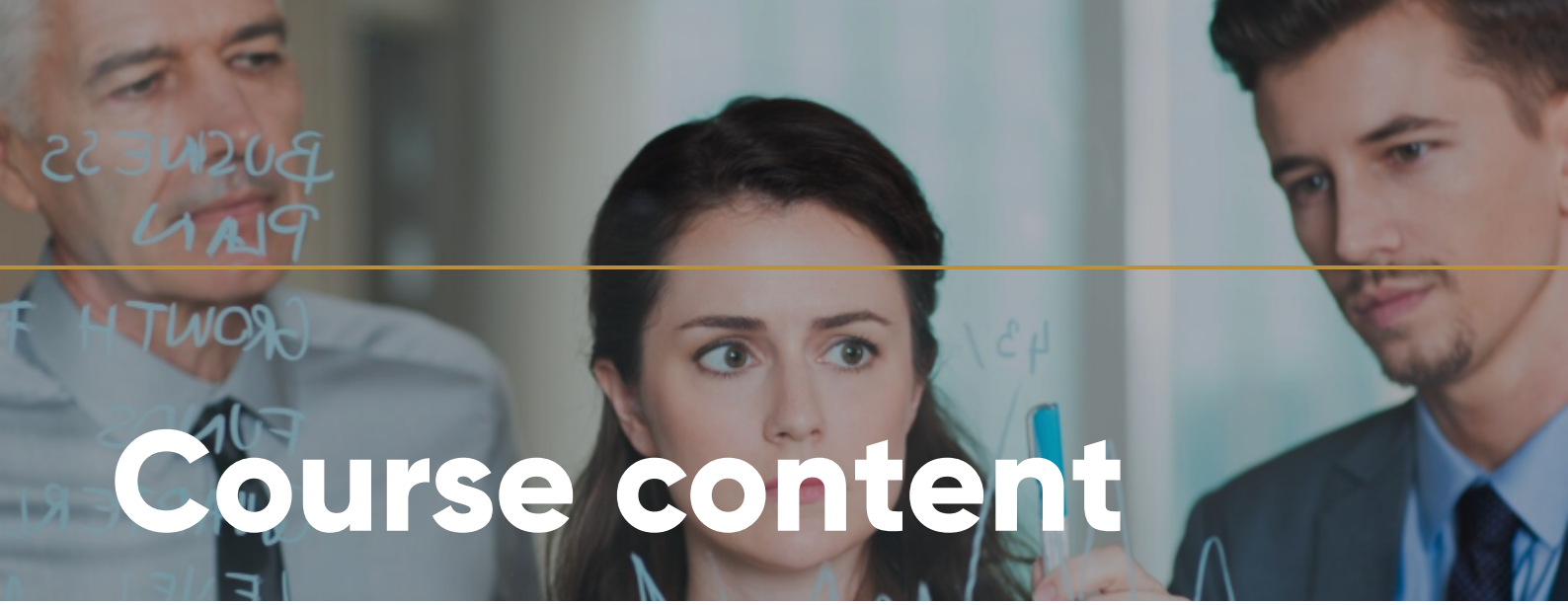


Course content

Why Attend

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.

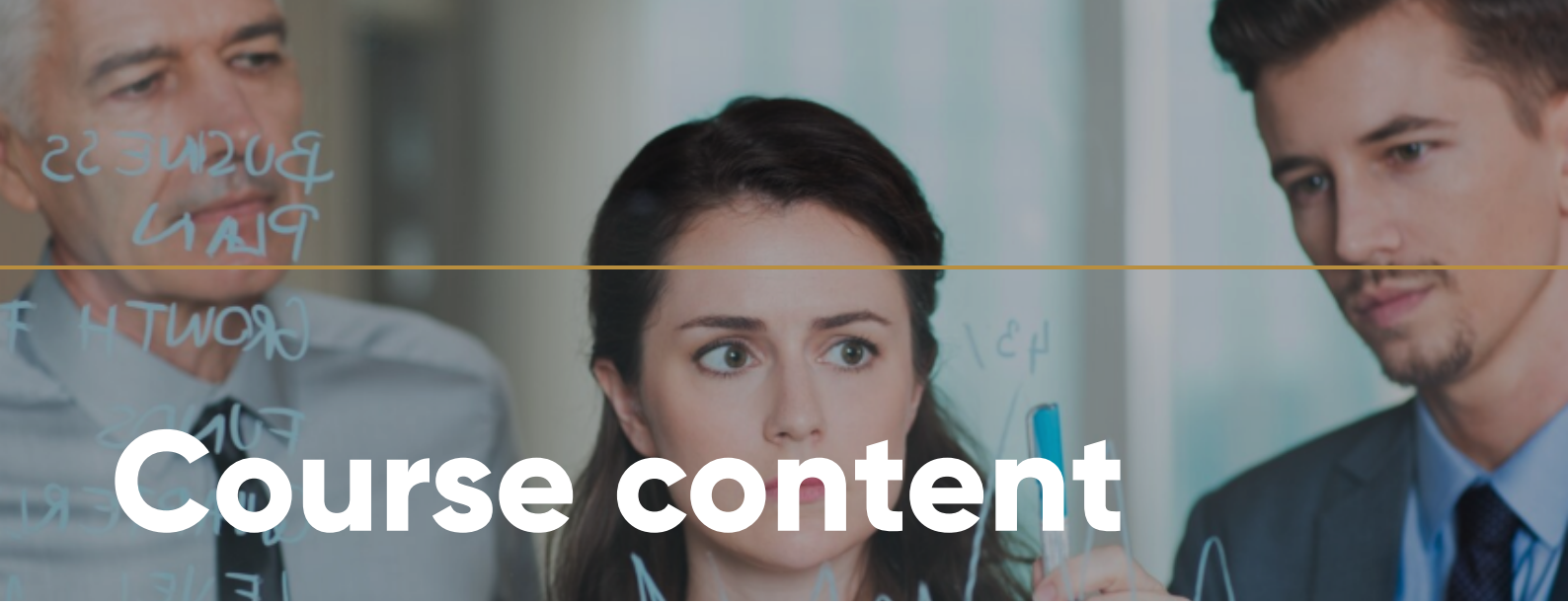
Through interactive learning methods—including group discussions, real-world case studies, and hands-on exercises—participants will develop practical strategies to foster team engagement, strengthen collaboration, and lead with authenticity and resilience.

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

Course Objectives

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



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Course 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

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

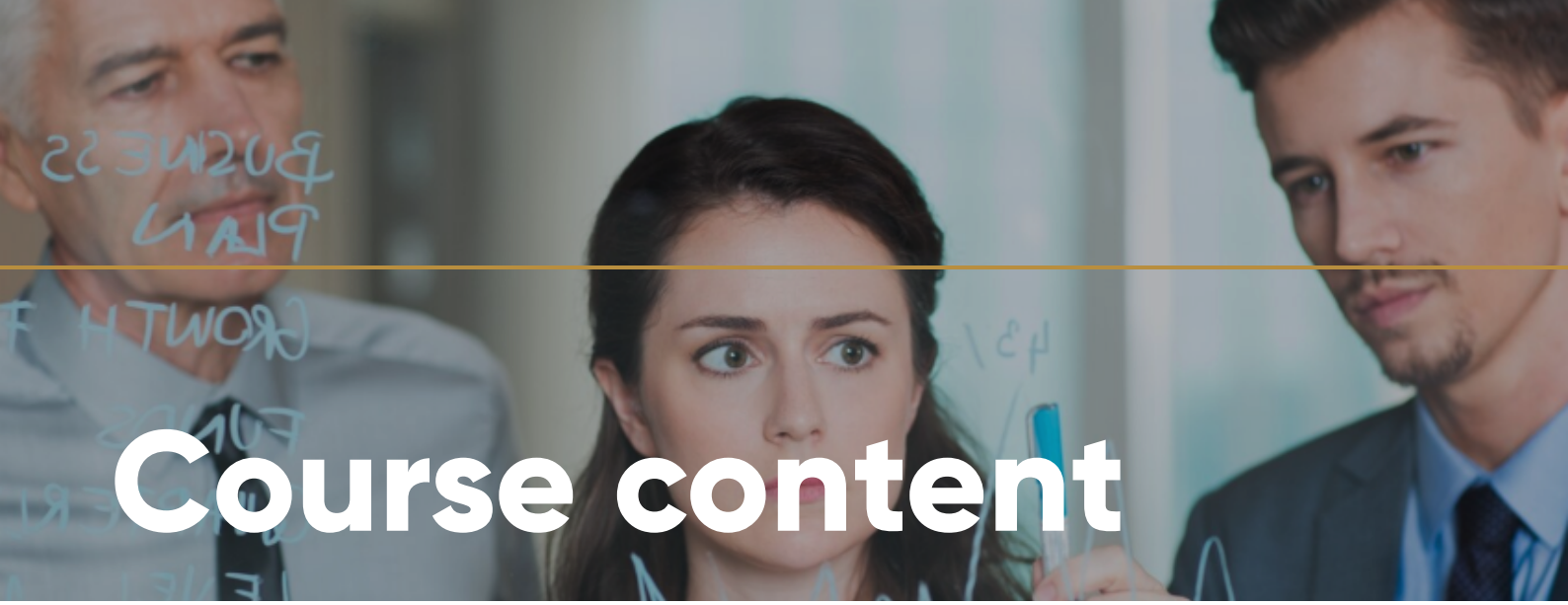
• Anyone responsible for people leadership or team culture

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.

Course outline



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Course outline

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 Two: The Power of Empathetic Leadership

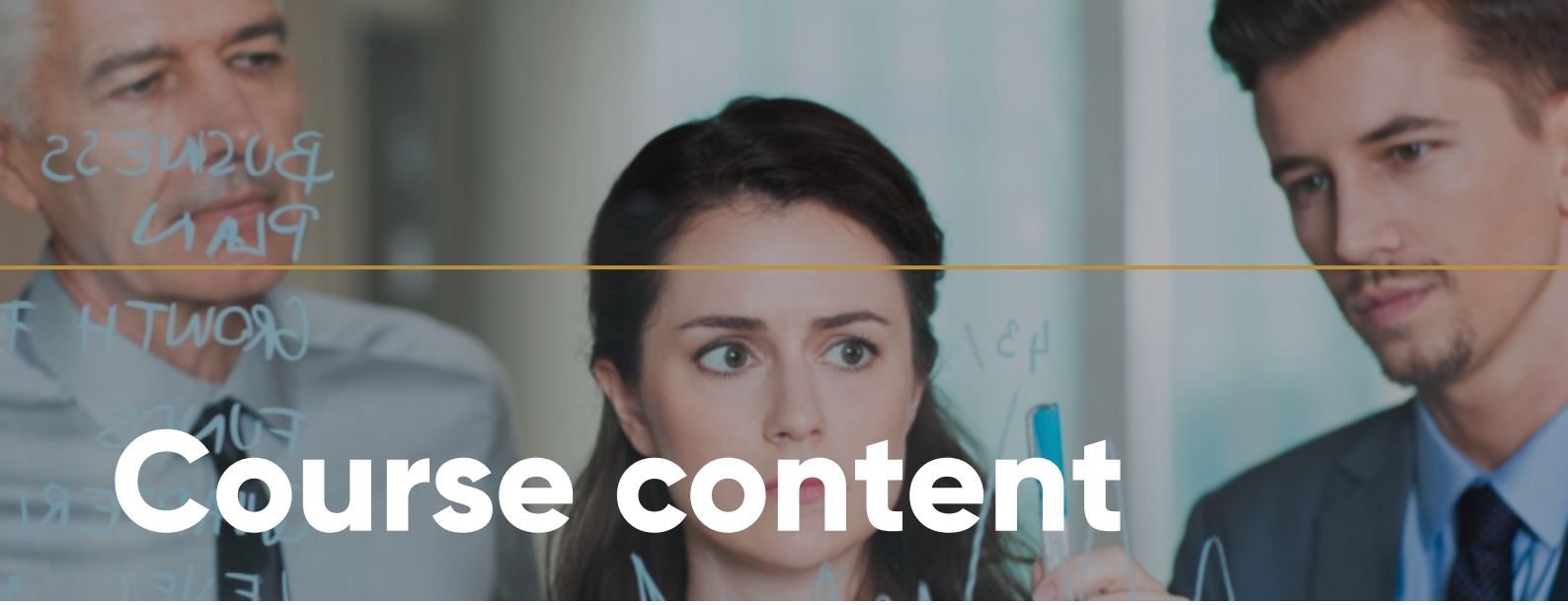
- Defining empathy and its distinction from sympathy and compassion
- Empathy as a leadership strength and emotional intelligence pillar
- Recognizing emotional cues in yourself and others
- Techniques to practice active listening and emotional validation
- Building emotional rapport with diverse teams

Day 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 Four: Empowering Open Communication and Inclusion

- Removing communication barriers and hierarchical fear
- Inclusive leadership: inviting all voices to the table



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- Facilitating open dialogue in team meetings and reviews
- Encouraging feedback without retribution
- Designing mechanisms for continuous, open communication

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

Seminar dates

Available seminar dates

Live dates and pricing for Certified Psychological Safety Leader (CPSL) generated from the course details page.

Date	Location	Format	Fee
20 - 24 July 2026	Vienna - Austria	Classroom	**€4,250.-**
3 - 7 August 2026	Barcelona - Spain	Classroom	**€3,850.-**
7 - 11 September 2026	Rome - Italy	Classroom	**€4,250.-**
12 - 16 October 2026	Munich - Germany	Classroom	**€3,450.-**
9 - 13 November 2026	Amsterdam - Netherlands	Classroom	**€4,250.-**
14 - 18 December 2026	London - U.K	Classroom	**€4,200.-**

Live online option	Online delivery is available at €1,850.-.