

# Psychological Safety Cheat Sheet for On + Offshore Teams

**Psychological safety:** a team climate where people can speak up, ask for help, and admit mistakes without fear of embarrassment or punishment.

Step	Purpose	✅ DOs	❌ DON'Ts
<b>O</b> pen up the mic	<ul style="list-style-type: none"><li>Make <b>contribution the default</b>.</li><li>Reduce status and language barriers.</li></ul>	<ul style="list-style-type: none"><li>State clearly that you want to hear feedback, questions, constructive challenges, mistakes (frame them as <b>learning opportunities</b>)</li><li>Run <b>round robin</b> approach in meetings. Rotate who speaks first.</li><li>Send <b>pre-reads</b> (use written format first for complex items)</li><li>Keep a decision log and allow 24-48 hour <b>async challenge window</b> for offshores teammates</li><li>Create safe spaces for dialogue in <b>informal, private settings</b>.</li></ul>	<ul style="list-style-type: none"><li>End with a throwaway "<b>Any questions?</b>" and move on.</li><li>Let <b>senior/local voices</b> dominate or always go first.</li><li>Local <b>idioms</b> and <b>acronyms</b></li><li>Hide decisions in chat threads or verbal-only updates.</li></ul>
<b>D</b> rop in first	<ul style="list-style-type: none"><li><b>Lower interpersonal risk</b> by modeling vulnerability and courage.</li></ul>	<ul style="list-style-type: none"><li>Take off the mask of perfection, <b>set your ego aside</b>.</li><li>Build your identity around <b>finding the right answer</b> (rather than always being right).</li><li>Say something like:<ul style="list-style-type: none"><li>"I don't have all the answers right now"</li><li>"I make mistakes too"</li><li>"You know more than I do in XYZ areas"</li><li>"I might miss something"</li><li>"I need your help"</li></ul></li></ul>	<ul style="list-style-type: none"><li>Need to always be the one with the answer</li><li>Ask for vulnerability and courage <b>without showing your own</b>.</li></ul>
<b>D</b> on't make it personal	<ul style="list-style-type: none"><li>Shift from blame to <b>learning</b>.</li></ul>	<ul style="list-style-type: none"><li><b>Thank</b> them: "Thanks for surfacing this"</li><li>Focus on <b>process or behaviour</b>, not person. "What can we <i>do differently</i> moving forward?"</li></ul>	<ul style="list-style-type: none"><li><b>React</b> emotionally</li><li><b>Blame</b> "Why did <i>you</i> mess this up?"</li></ul>





# Let's talk

Jeremy Khoh, Director, Khoh Partners Pty Ltd

[Jeremy@khohpartners.com](mailto:Jeremy@khohpartners.com)

