

Navigating Conflict and Building Psychological Safety at Work

with Amy Gallo

What could happen if I don't express my opinion?

Amy discusses the concept of "insinuation anxiety", described as the fear of dissent and the potential perception of being a troublemaker leading to employees choosing to stay quiet rather than speaking up. Amy encourages us to think about the dangers of silence, which can result in missed opportunities. Her aim is to assess the outcomes of both options, promoting informed decisions rather than defaulting to silence for the sake of harmony.

Top 3 Takeaways

Understanding Conflict

Amy emphasises that your perspective in conflicts is only one perspective. Understanding your value to stakeholders can help you shift conflict dynamics, reduce defensiveness, and enhance team culture. It's also important to be aware of psychological safety in teams, as it is challenging to build and easy to damage, necessitating awareness of actions that could harm it.

Artificial Harmony

It's important to understand the dangers of avoiding conflict and the importance of recognising the urge for artificial harmony.

It encourages deliberate reflection on the risks of not speaking up, such as potential damage to one's reputation or displeasing a boss, while also considering the consequences of remaining silent.

Appreciate the Dissenter

Valuing dissenters and their unique insights can lead to growth and understanding. By reframing frustrating thoughts, you're opening yourself up to a more positive mindset. It may help you find balance in challenging situations.

It's a powerful approach that can enhance both your personal and professional life!

Learn More

Think



Next time you feel afraid to speak up, consider what you might be risking by remaining silent.

Read



Check out Amy's [reading list](#) by signing up for her newsletter.



Act



Discover [Amy's quiz](#) to identify the types of challenging individuals you are facing



When dealing with a Dissenter, try to reframe your thoughts. This can help you understand their perspective better and find common ground. Embracing different viewpoints can lead to more positive interactions!

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Unlock this Pod Sum Up by listening to Amy's interview.



My Next Steps

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