

Psychological Safety Excellence: Aligning Workplace Culture with ISO Standards

14 – 15 October The Majestic Hotel Kuala Lumpur



Petrina Eger 
Mindfulness & EQ Trainer

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Course Overview

Ever been in a meeting where brilliant ideas died before they were spoken?

You could feel the hesitation in the room. Your colleagues avoiding eye contact, some playing it safe, and a quiet undercurrent of “better not speak up.” Now imagine the opposite: a team where everyone contributes freely, trusts each other completely, and solves problems faster because no one is holding back.

This 2-day immersive course takes you on that transformation. You’ll step into the role of a **personal architect of trust and psychological safety**, learning how to break the silence and replace it with open, honest collaboration. You’ll work with globally recognised **models from Amy Edmondson and Timothy Clark**, and align your learning with ISO 45003, the international standard for creating psychologically healthy workplaces.

On Day 1, you’ll experience the difference between high and low psychological safety, discover where your team stands, and understand how your own stress responses and conflict style influence the environment around you.

On Day 2, you’ll move from awareness to action. You will be able to master the art of tough conversations, delivering feedback that inspires rather than discourages, and building trust using proven tools like the Trust Equation. You’ll walk away with a tailored blueprint to make your team a place where ideas thrive, and people feel valued.

By the end, you won’t just understand psychological safety. You’ll know exactly how to create it, nurture it, and watch your team’s engagement, trust, and results soar.



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Course Lead Trainer



Petrina Eger 
Mindfulness & EQ Trainer

Petrina Eger is a certified coach and trainer with over 10 years of experience in mindfulness, emotional intelligence, and resilience training, having impacted more than 5,000 people through her programs. Formerly a lecturer in Emotional Intelligence and Mindfulness Program Specialist at Taylor's University, she has worked with multinational corporations, international schools, healthcare institutions, and community groups to foster stress management, well-being, and leadership growth.

With certifications in Embodiment Coaching, Breathworks Mindfulness (UK), and Brainspotting Therapy, Petrina combines neuroscience, evidence-based methods, and experiential learning to create practical, transformative programs. She is also a sought-after speaker at professional conferences, including the National Counselling & Psychotherapy Conference Malaysia.

Earlier in her career, Petrina worked as an engineer with Lockheed Martin in the U.S. and contributed to research with leading universities and the U.S. National Science Foundation, bringing a unique blend of scientific rigor and human development expertise to her work.

3 Course Objectives & Benefits

Objectives

By the end of this workshop, you will be able to:

- ✓ Assess and **strengthen psychological safety** in your workplace using globally recognised frameworks and ISO 45003 principles.
- ✓ Confidently **navigate difficult conversations** and resolve conflicts to create positive outcomes.
- ✓ **Deliver feedback** that motivates, engages, and drives performance.
- ✓ **Build trust and collaboration** through clear, empathetic, and inclusive communication.

Benefits to Your Company

In today's competitive market, psychological safety isn't a "nice-to-have." It's a proven driver of innovation, productivity, and retention.

This course equips your teams to:

- ✓ Foster a culture where **ideas are shared openly** and acted upon.
- ✓ Handle tough conversations with **professionalism** and empathy.
- ✓ Build trust that **strengthens collaboration** across departments.
- ✓ **Reduce workplace stress** and conflict before it escalates.

Result? Higher engagement. Faster problem-solving. Stronger teamwork. Better business outcomes.

If you want your people to speak up, work smarter together, and deliver results without fear or friction, this is the course that makes it happen.



4 Course Agenda Day 1

Module 1: Welcome & Setting the Stage

Step into a safe and energised learning space where you connect with like-minded professionals. You'll map out what psychological safety means for you and set personal intentions for transforming your workplace into a space where people feel heard, valued, and motivated to contribute.

Module 2: Psychological Safety as a Strategic Driver for Team Performance

Discover why psychological safety is the foundation for innovation, collaboration, and retention. Using Amy Edmondson's globally recognised framework, you'll explore real workplace examples, uncover what strengthens or destroys safety, and start spotting the early signs that your team's openness and trust might be at risk.

Module 3: Self-Awareness & Stress Responses

Great leaders manage their reactions before they manage others. In this module, you'll uncover how your brain responds to workplace challenges, recognise your own stress triggers, and learn science-backed calming techniques to defuse tension fast which keep you in control even in high-pressure situations.

Module 4: The 4 Stages of Psychological Safety

Go beyond theory with Timothy Clark's 4 Stages model. Inclusion, Learner, Contributor, Challenger. You'll assess your own team's position in this journey, identify the behaviours needed to advance to the next stage, and leave knowing exactly how to get your team contributing boldly without fear of criticism.

Module 5: Conflict & Communication Styles

Conflict isn't the problem. How you handle it is. Using the Thomas-Kilmann Model, you'll discover your natural conflict style, learn to adapt it to different situations, and develop strategies to turn disagreements into opportunities for stronger collaboration and solutions.

Course Schedule:

08:30-09:00	09:00-10:30	10:30-11:00	11:00-13:00	13:00-14:00	14:00-15:30	15:30-16:00	16:00-17:00
Registration	Upskilling	Break	Upskilling	Break	Upskilling	Break	Upskilling

Note:

All modules will be delivered across Day 1 and Day 2. However, the trainer may adjust the sequence, modify content, or emphasize specific topics based on the delegates' skills and experience.

5 Course Agenda Day 2

Module 6: The Trust Equation

Trust is measurable and buildable. You'll learn the four components of trust (Credibility, Reliability, Intimacy, Self-Orientation), assess where you stand, and design practical actions to strengthen trust in every interaction, whether with peers, direct reports, or cross-functional teams.

Module 7: Communication Skills for Safety

You'll master the art of speaking with empathy, clarity, and courage. Through structured frameworks and role-play exercises, you'll practice initiating difficult conversations, giving feedback that motivates rather than discourages, and creating dialogue that strengthens rather than fractures relationships.

Module 8: Building a Safe Team Challenge

Put your learning into action with a dynamic, hands-on case study. You and your group will identify psychological safety gaps in a realistic workplace scenario, apply all the models and tools you've learned, and present a ready-to-implement action plan that could be applied to your own organisation the very next day.

Module 9: Action Planning & Commitment

You'll end the programme with a concrete, personalised blueprint for fostering psychological safety in your own team. You'll commit to clear next steps, accountability strategies, and practical tools you can use immediately, so the change doesn't stop when the workshop ends.

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Who Should Attend

This workshop is suitable for both experienced professionals seeking to strengthen their expertise and those new to the field looking to build a strong foundation in workplace safety, compliance, and ISO-aligned practices, including but not limited to:

Role	Relevancy	Why?
HR Managers & Talent Development	★★★★	You'll learn how to create a safe, inclusive workplace culture that enhances trust, retention, and team performance.
Department Heads & Line Managers	★★★★	You'll acquire tools to lead teams where members feel confident to share ideas, speak up about problems, and collaborate effectively.
Compliance Officers	★★★★	You'll strengthen your ability to spot and address risks early by fostering a work environment where employees feel safe to report issues.
Internal Auditors	★★★★	You'll gain strategies to encourage openness during audits, enabling you to uncover more accurate and honest insights.
Risk Management Professionals	★★★	You'll better understand how a psychologically safe environment reduces hidden risks and improves compliance with policies.
Project Managers	★★	You'll discover methods to enhance team communication and reduce misunderstandings that can derail project success.

★★★★ Highly Relevant ★★★ Relevant ★ Somewhat Relevant

Let's Level Up!

Are you ready to empower your skills
and ultimately elevate your career?



Standard Fee : RM2,600/pax
Group Fee : RM2,350/pax (min 3 pax)

- ✓ Fees are per participant & inclusive of 8% SST.
- ✓ This course is **100% claimable** through HRD Corp Claimable Course (SBL-KHAS) Scheme: Employer-Specific Course

Step 1: Click the registration link here:

→ <https://www.skill-lyft.com/workshop-series-registration-form> or scan the QR code below and complete the online form.



Step 2: We'll review your submission and email the relevant documents:

- If applying for HRD Corp grant: You'll receive supporting documents to complete your grant application.
- If not applying for grant: You'll receive an invoice for direct payment.

Need help or have questions?
Reach out to us at registration@skill-lyft.com



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