



## CASE STUDY

# ENHANCING TEAM PERFORMANCE THROUGH PSYCHOLOGICAL SAFETY AT NATIONAL GRID

### AT A GLANCE

**CLIENT:** NATIONAL GRID

**DEPARTMENT:** INTERNAL  
AUDIT

**FOCUS AREA:**  
PSYCHOLOGICAL SAFETY &  
TEAM DYNAMICS

**TOOL:** RISK TYPE COMPASS

**APPROACH:** RISK TYPE  
COMPASS WORKSHOPS  
FACILITATED BY PCL'S ELLIOT  
PHILLIPS TO BUILD SELF-  
AWARENESS, IMPROVE  
COMMUNICATION, AND  
FOSTER TRUST THROUGH  
UNDERSTANDING DIVERSE  
RISK PERSPECTIVES.

**OUTCOME:** INCREASED SELF-  
AWARENESS, IMPROVED TEAM  
DYNAMICS, STRONGER  
STAKEHOLDER ENGAGEMENT,  
AND ENHANCED  
PSYCHOLOGICAL SAFETY

### OBJECTIVE

To improve team dynamics, increase self-awareness, and foster an environment of psychological safety that supports collaboration, trust, and better engagement with internal and external stakeholders.

### SOLUTION

The team utilised the Risk Type Compass, a psychometric tool designed to assess individual risk dispositions. Through expert facilitation by PCL's Elliot Phillips, the audit team engaged in a series of workshops and sessions aimed at:

- Identifying individual risk types within the team
- Understanding the implications of diverse risk perspectives
- Enhancing communication and collaboration
- Promoting mutual respect and trust
- Building accountability and inclusion

### OUTCOME

- Heightened Self-Awareness: Team members developed a deeper understanding of their personal risk preferences and how these influence decision-making.
- Stronger Team Dynamics: The process strengthened how team members relate to and work with one another, especially under pressure or in uncertain contexts.
- Psychological Safety Reinforced: Open conversations around risk types and work styles led to increased trust, respect, and the ability for individuals to be their authentic selves at work.
- Stakeholder Engagement: Improved internal collaboration translated into more effective engagement with stakeholders across the business.

As a team of audit professionals, understanding our Risk Types is key to ensuring that our diverse perspectives are understood and leveraged as part of our decision-making process and how we engage with each other and key stakeholders across the business.

Lorraine Lynch, Chief Audit Officer

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