



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, in collaboration with a big four consultancy, 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.
- **More collaborative 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

nationalgrid