



The World Rugby & coachup Workbook: Module 3

Relationship Curator



WE

CORE PRINCIPLE

As human beings, in order to feel safe to be ourselves, to contribute, to challenge, and to experiment in the team environment, we need to feel safe with our teammates and trust them. By building up trust amongst the team, we create an environment where all players feel connected and this is perhaps the most essential performance platform for teams. **Key thing to remember: Greater Trust = Better Teamwork.**

THE WHY

Getting to know teammates outside the team environment is a great way to establish and deepen trust within the team.

THE GOAL

Helping all players get to know each other better, start a playlist that connects the team with personal meaning.

THE EXERCISE

Ask each of the players to privately tell you a song that has personal meaning to them (for any reason). Then each week play one of the songs on repeat as players are arriving at training. Before training, ask the player whose song you played to share with the team the story of why this song has meaning to them.

PRO TIP 1

After each song has been played, add it to a team playlist so that the team has their own playlist with personal meaning to connect them as individuals.

RELATIONSHIP CURATORS

Today's Outline.

- **Creating Psychological Safety for others**



**WARM UP
ACTIVITY**

HOW AM I CURATING RELATIONSHIPS IN THE TEAM TODAY?

- How does your team **respond** when a player offers **an idea or opinion**? Is this the same response for every player?

- Are there any **quieter members** of the team you'd really like to hear more from?

WHAT DO THESE STORIES HAVE IN COMMON?



One of your players has noticed you are talking over them every time they share what's worrying for them. They decide it's probably too trivial anyway and keeps it bottled up.



A member of your team notices that your planned tactics for the next match may not work against the opposition, but also remembers the irritated tone you used the last time they brought something up. So, they decide not to raise it to you.



A new coach joins your school or club's coaching group. She has just completed a new coaching course & has great ideas about a new coaching method to focus on team offence but thinks to herself "I'm new. I don't want to rock the boat. It sounds like they've had advice already" and doesn't say anything.

PSYCHOLOGICAL SAFETY.

No-one wants to look	So we ...
Ignorant	Don't ask questions
Vulnerable	Avoid showing any weakness
Incompetent	Cover up mistakes
Rude	Fail to offer in ideas
Critical / intrusive	Accept the status quo



- Note down your observations on the team conditions where players make the decision to stay silent.
- Write down the definition of Psychological Safety.

PSYCHOLOGICAL SAFETY & SOCIAL THREAT.

My key notes on **Psychological Safety, Team Conditions & Social Threats in my team:**

SOCIAL THREAT.



THE BRAIN PERFORMS DIFFERENTLY BASED ON 3 LEVELS OF PERCEIVED THREAT IN OUR ENVIRONMENT:



Subconscious is aware of **background risk.**

= Amygdala active but quiet



Conscious attention focused on **possible future threat** in the environment.

= Amygdala active & distracting us from PFC resources. Creative thinking & problem solving is difficult



Conscious attention entirely focused on **current threat in current environment.**

= Amygdala in control. Future & creative thinking impossible.

- What social conditions in your team trigger level **green** conditions? How do we maximize these?
- What social conditions in a team trigger an **amber** level threat response? How can we minimize these?
- What social conditions trigger a high, **red** level of social threat between players? How can you eliminate these conditions?



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COACH
REFLECTION

HOW AM I BEING A RELATIONSHIP CURATOR TODAY?

- What social conditions in a sports team environment trigger a level **green** threat response for the team? How can you maximize these?
- What social conditions in a sports team environment trigger a level **amber** threat response for the team? How can you minimize these?
- What social conditions trigger a level **red** threat response for a sports team? How can you minimize these?

COACH HACKS TO ELEVATE PSYCHOLOGICAL SAFETY IN THE TEAM.

- Frame failure as a **learning opportunity** NOT an execution problem
- Acknowledge your own **fallibility**
- **Model curiosity** - ask a lot of questions

ELEVATING PSYCH SAFETY.

My key notes on which **practices and habits to use to elevate Psychological Safety within my team:**

COACH CHECKLIST

Review this list of broader ideas for curating relationships.

Which have you already put in place?

Which will you put into place next?

RELATIONSHIP CURATOR:

- Do you create consistent moments for players to **get to know each other better** beyond their team identities?
- How could you encourage your athletes to **speak up more**?
- Are you **inviting in ideas and opinions** from the team?
- Do you **deal with it immediately** if players get ridiculed for their ideas?
- Do you **review failure** through the lens of learning?



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THE WHY

When we show vulnerability it creates a stronger sense of trust and camaraderie amongst our players. This means players can seek performance feedback from each other with more confidence.

THE GOAL

Creating a more trusting team environment whilst also enhancing skill development and social connections between players.

THE EXERCISE

In any team setting (locker rooms; bus; training area, etc.) ask each player to share one skill that they would like to improve because they're not very good at it. Take turns until everyone has gone -- including you.

PRO TIP 1

Pair up the player with a teammate who is good at that skill and ask them to practice the skill together outside of team training.

PRO TIP 2

Small groups also work to help your players develop skills together.

WHAT ARE THE KEY TAKEAWAYS FOR PSYCH SAFETY?

WARM UP
ACTIVITY

TEAM: CLARITY CREATORS

Ahead of Workshop #4 pay attention to:

- Are there any areas that you get **asked questions about a lot?**

- Are there any aspects of your team environment where it could be **fuzzy for your players?**

FINAL
REFLECTION

CHECK-OUT.

- What's your **top insight**?

- What are your top **3 commitments** to put into action?

- What could **stop** you? If that happens, **what will you do?**

FURTHER LEARNING & RESOURCES.



www.coachup.academy website



coachup.academy Memberships

REFERENCES

Edmondson, A. (1999). Psychological safety and learning behavior in work teams. *Administrative science quarterly*, 44(2), 350-383.