



# Respect@Work program series

## Healthcare Professionals

- Showing Respect@Work
- Embracing Diversity & Inclusion
- Building a Feedback Culture
- Unconscious Bias Training
- Active Bystander Training
- Constructive Performance Conversations



## FOSTERING HUMAN CENTRED HEALTHCARE LEADERS

*Have you taken all reasonable steps to prevent sexual harassment & psychosocial hazards at work?*



### Respect is not an option

The HealthKind Respect@Work Training Series is designed to transform healthcare workplaces by helping leaders and teams understand how seemingly small moments of bias, disrespect, or silence can harm trust, morale, and even patient care.

From constructive performance conversations to bystander intervention strategies, each session builds the emotional, interpersonal, and legal literacy needed to create a culture where every person - regardless of role - feels safe, valued, and empowered to contribute.



### Manage your risk

The new 'positive duty' on employers will take effect from 13 December 2023. Our Respect@Work series minimises the risk of work-related psychosocial hazard stress claims through quality education.



### Why it Matters

**For healthcare workers:** A respectful environment reduces stress, burnout, and psychological injury - helping staff feel safe to speak up, collaborate effectively, and stay in the profession longer.

**For patients:** When staff feel respected and supported, they can focus on delivering compassionate, attentive, and high-quality care - without distraction or distress from toxic workplace dynamics.

**For leaders:** These programs provide tangible tools to uphold the Respect@Work legislation and your ethical duty to lead with fairness, clarity, and courage.



### Training Approach

This series are more than a tick-box program - they are an ingredient in cultural change. The facilitator's approach inspires people to "Do the right thing because it's the right thing to do and not just because it's expected or lawful."

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## SHOWING RESPECT@WORK



### Program Summary

This program focuses on creating a psychologically safe and respectful workplace. It will support the organisation in preventing workplace discrimination, bullying and sexual harassment by helping team members understand the harm those behaviours cause on well-being and productivity. It provides practical role-plays, bystander strategies, and clarification of the reporting & escalation process. This program supports the implementation of the Respect@Work legislation which places a positive duty on employers to prevent workplace sexual harassment, sex discrimination and victimisation at work. This program is highly interactive, fun and enlightening.



### Program Objectives

- Understand the new **Respect@Work Laws** and Legislation and how to comply with them.
- Explore the Results of the National Inquiry into **Sexual Harassment** in Australian Workplaces.
- Articulate the specific workplace behaviours that constitute sexual harassment.
- Learn of the most common types of sexual harassment.
- Discover how power disparities drive sexual harassment at work.
- Be clear about the devastating impact of sexual harassment.
- Articulate the workplace actions that could be **Discriminatory**.
- Understand that it is unlawful to discriminate based on a number of protected attributes i.e. age.
- Understand discrimination through the lens of neuroscience.
- Learn about unconscious bias, stereotyping, and 'heuristics.'
- Articulate the specific workplace behaviours that constitute **Bullying**.
- Distinguish between what is bullying and good management practice.
- Explore how retorts to calling out poor behaviour like "I was just joking" and "You're too sensitive" may be bullying.
- Develop active bystander behaviours.
- Choose from four active bystander behaviours to safely intervene.
- Work through active bystander case studies.
- Understand that everyone has a role in building psychologically safe and respectful workplaces.

### PARTICIPANTS

Suitable for staff at all levels and is relevant for all workplaces

### LENGTH

2 hour or 3.5 hour workshop

### TOPICS

- Respect@Work Law
- Psychological safety
- What is, Sexual Harassment, Bullying and Discrimination
- Bystander interventions
- Neuroscience
- Power dynamics

### YOUR FACILITATOR

**Kristyn Haywood**

People for Success



For over 20 years, Kristyn has delivered quality leadership education to thousands of managers in Australia and overseas in almost every industry. She has a Master of Business, Advanced Diploma in HR and over a dozen coaching qualifications including Master Practitioner and Trainer in NLP. Kristyn is a highly experienced executive coach, facilitator and key note speaker.

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# CREATING A FEEDBACK CULTURE

→ **Program Summary**

This program is the perfect follow-on from Respect@Work. It will support the organisation in creating a psychologically safe and respectful 'feedback culture' where staff are competent at giving and receiving high-quality feedback without blaming, defending, justifying, or shaming themselves or others. It educates team members on how to use constructive language to encourage growth and understanding, rather than defensiveness. The program is highly interactive with fun role-plays and deep values-driven discussions. People attending this program often comment how helpful it has been with their personal relationships

- **Program Objectives**
- Understand the line between acceptable and unacceptable behaviour using the 'above-the-line' and 'below-the-line' activity, tailored to the team.
  - Explore the common workplace situations that trigger people to react below the line.
  - Reduce common workplace triggers that impact emotional well-being, and therefore productivity, at work.
  - Understand the neuroscience behind defensive reactions.
  - Encourage people to take responsibility for their own triggers, rather than blaming triggers on other people.
  - Learn a couple of nervous system self-regulating techniques.
  - Explore the neurodiversity wheel and how people with neurodiversity and trauma may react more intensely to events.
  - Get comfortable calling out behaviour (not the person) in a compassionate way.
  - Set positive intentions for every constructive conversation.
  - Learn specific emotional language to give the best chance of the recipient understanding and growing from the feedback.
  - Use the 4-stage feedback framework.
  - Practice conversations that call out below-the-line behaviour.
  - Provide tips on how to receive feedback with gratitude. There's no point in giving feedback if it results in a defensive reaction.
  - Discuss the possibility of forgiving others' behaviour. Life is too short.



## PARTICIPANTS

Suitable for staff at all levels and is relevant for all workplaces

## LENGTH

3.5 hour workshop

## TOPICS

- Above-the-Line behaviour
- Common workplace triggers
- Neurodiversity
- Behaviour not Person
- Compassionate conversations
- Receiving feedback with grace

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## EMBRACING DIVERSITY & CREATING AN INCLUSIVE CULTURE



### Program Summary

This program focuses on teaching leaders and teams how to create an inclusive workplace whilst embracing diversity. A workplace that is genuinely and sustainably equitable for all, regardless of gender, age, disability status, sexual orientation, gender identity, ethnicity or religious or cultural background lends itself to many high-level goals, such as increased innovation, efficiency and better results. The program includes courageous dialogue, practical solutions and applications to identify and address unconscious bias, stereotypes, prejudice and double-binds. It's the program to promote awareness and true learning through courageous dialogue and practical tools to create meaningful and long-lasting change.



### Program Objectives

- Understand how building a culture of inclusion improves engagement and performance. i.e. people want to give their best.
- Recognise the influence of unconscious bias, stereotypes, double-binds and prejudice, and how to address them.
- Be captivated and curious about the neuroscience behind the bias.
- Create greater self-awareness by identifying the most common forms of bias and how they can affect our beliefs and actions.
- Describe micro-inequities and micro-aggressions and how they can affect company culture.
- Learn which minority groups are rated as 'high performers' on one hand and on the other rated as having 'less potential.'
- Develop strategies and actions to begin to break down bias in the workplace and encourage inclusiveness.
- Practice having courageous conversations to address bias, stereotypes, double-binds and prejudice.



### PARTICIPANTS

Suitable for staff at all levels and is relevant for all workplaces

### LENGTH

3.5 hours

### TOPICS

- Culture of inclusivity
- Unconscious bias, stereotypes, double-binds, prejudice.
- Micro-inequities & micro-aggressions.
- Performance/Potential bias
- Strategies for positive culture

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# UNCONSCIOUS BIAS TRAINING

“Actively building a respectful workplace”

## → Program Overview

This interactive session explores unconscious bias through the lens of neuroscience and personal impact shedding light on how our brain's wiring creates biases that can unintentionally harm individuals and their experience and progress at work.

Participants will learn about the neural processes that drive bias, understand the real harm these biases can inflict on people, and develop practical strategies to build new neural pathways that support empathy and fairness. Through self-reflection, group discussion, and experiential activities, this training invites participants to connect emotionally and intellectually with the journey toward a more inclusive workplace.

## → Program Outcomes

By the end of this session, participants will:

- Develop a deep understanding of unconscious bias, including the neural mechanisms that shape automatic judgments.
- Recognise the harm that unconscious bias inflicts on people and how it undermines potential, damages relationships and erodes self-confidence.
- Increase self-awareness through interactive exercises and reflective self-assessments.
- Learn and practise brain-based strategies to slow automatic responses, challenge ingrained assumptions, and override the brain's natural biased tendencies.
- Leave with actionable takeaways and heartfelt inspiration to foster personal and organisational change, building a work environment where every individual feels valued and supported.



### TARGET AUDIENCE

Suitable for staff at all levels and is relevant for all workplaces

### LENGTH

2.5 hours

### DELIVERY STYLE

- *Neuroscience-based discussions incorporating personal insights*
- *Role-plays illustrating the human impact of bias*
- *Case studies on bias challenges and change*
- *Practical strategies for fostering inclusivity*

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## ACTIVE BYSTANDER TRAINING



### Program Overview

Active bystander training empowers individuals to safely intervene in situations of harassment or bullying using effective communication and de-escalation techniques. The training, delivered through role-playing exercises, emphasises recognising early warning signs and fostering a community grounded in inclusivity, accountability, and respect.



### Program Outcomes

By the end of this session, participants will:

- Understand what being an active bystander is and why it's critical to building respectful workplaces.
- Recognise the early warning signs or subtle cues or behaviours that indicate a situation may be escalating toward harassment, bullying, or other harmful conduct.
- Recognise what workplace behaviour constitutes bullying, sexual harassment, and discrimination.
- Develop confidence to step in safely and effectively when witnessing inappropriate behaviour.
- Learn and practice 4 active bystander interventions tailored to your work environment.
- Understand that everyone can do their part to foster a culture of respect and accountability at work.



### Active Bystander Model

#### The Five Ds of Bystander Intervention

- **DIRECT:** Addressing the behaviour directly when safe to do so.
- **DELEGATE:** Seeking help from a supervisor, manager, or HR.
- **DISTRACT:** Using subtle interventions to defuse a situation.
- **DELAY:** Checking in with your colleague afterward and offering support.
- **DOCUMENT:** Reporting and recording incidents appropriately.



#### TARGET AUDIENCE

Suitable for staff at all levels and is relevant for all workplaces

#### LENGTH

2.5 hours

#### DELIVERY STYLE

- *Bystander behaviours*
- *Early Warning Signs*
- *Recognise Sexual Harassment, Bullying and Discrimination*
- *4 bystander interventions*

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# CONSTRUCTIVE PERFORMANCE CONVERSATIONS



## Program Overview

This interactive session equips managers with the skills to navigate performance conversations with confidence, ensuring they are constructive and focused on accountability and growth. Participants will learn practical techniques to foster openness, reduce defensiveness, and encourage employees to take ownership of their performance and behaviour.



## Program Outcomes

- Develop the skills to facilitate constructive performance conversations that foster accountability and professional growth.
- Apply the Nonviolent Communication (NVC) model to structure clear, effective, and respectful feedback.
- Recognise and manage defensiveness, justifications, and blame in conversations.
- Build confidence in addressing underperformance and difficult workplace behaviours while maintaining a positive work culture.
- Shift from problem-focused to solution-oriented discussions that drive employee engagement and results.
- Reduce the incidence of performance management conversations being mistaken for bullying type behaviour.



## Course Modules

- Foundations of Constructive Performance Conversations
- The Nonviolent Communication (NVC) Framework for Feedback
- Handling Defensiveness and Emotional Reactions
- Addressing Justifications and Excuses
- Encouraging Accountability and Growth
- Applying Skills in Real-World Conversations
- Following up to minimise reoccurrence



### TARGET AUDIENCE

Managers & Leaders

### LENGTH

3.5 hours

### DELIVERY STYLE

- *Constructive Performance Conversations*
- *Non-Violent Communication scripts*
- *Reduce accusations of bullying*

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-  Executive, Leadership and Team Coaching
-  Leadership Development & Training
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Fostering Human-Centred Leadership in Healthcare