



Human-Centred Leadership in Healthcare



the heart of  
**LEADERSHIP**

Lead with Integrity, Clarity & Care

**A 3-day program (or modular equivalent)  
designed for leaders across healthcare settings**



# Leadership Capabilities

**The Heart of Leadership's** competencies are directly aligned with the IHF Global Healthcare Leadership Competency Model. We focus on the relational and human-centred domains most critical to emotionally intelligent, ethical, and values-aligned healthcare leadership.



**INTEGRITY:** (aligned with IHF: Professional, Ethical & Social Responsibility). Healthcare Leadership is grounded in self-awareness, honesty, and alignment with core values.



**CLARITY:** (aligned with IHF: Communication & Strategic Vision) Healthcare Leaders learn to communicate with purpose, direction, and confidence.



**CARE:** (aligned with IHF: Compassionate Leadership) A culture of respect, empathy and inclusion is prioritised.



## Program Participants

**Clinical Leaders:** (e.g. Nurses, Doctors, Allied health, Aged-care)

**Operational Leaders:** (e.g. Managers, Support Team Leaders)

**Administrative Leaders:** (e.g. Executives, HR, Department Heads)

## Delivery Options

**OPTION 1:** 3 full-day in-person intensive

**OPTION 2:** 6 half-days (in-person or online)

**OPTION 3:** 10 x 2.5-hour modular sessions (in-person or online)

## Optional Extras

- The Leadership Circle 360 Profile + Coaching Package
- Trusted Advisor Services
- Post-program peer circles or coaching

## Delivery Style

**The Heart of Leadership** is an evidence-based, modern leadership program designed to be highly engaging and participatory – with a strong focus on experiential learning, reflection, and practical application in healthcare workplaces.



# Program Outcomes:

- Lead with credibility so others feel safe, supported, and willing to follow
- Deep self-awareness and alignment with personal values, even under pressure or emotional strain
- Lead with empathy and healthy boundaries in emotionally complex environments
- Clarify expectations, hold people accountable and speak honestly
- Navigate resistance and defensiveness – in yourself and others
- Stronger trust, teamwork and psychological safety, creating an environment where team members thrive



## Day One – Lead with Integrity

***"You can't lead others until you can lead yourself."***

- Clarify your personal values and leadership purpose
- Recognise fear, avoidance and emotional triggers
- Explore moments when you've stayed silent or spoken up
- Build trust and psychological safety by walking your talk
- Learn how to lead with courage, even under pressure



## Day Two – Lead with Clarity

***"Clarity is kindness – and the foundation of team trust."***

- Communicate clearly in high-stress, high-stakes settings
- Set expectations and role boundaries that stick
- Navigate resistance and defensiveness with calm authority
- Deliver feedback that supports growth, not shame
- Learn how to coach staff using everyday conversations



## Day Three – Lead with Care

***"Care is not rescuing – it's being there without losing yourself."***

- Lead with empathy without over-functioning or burning out
- Apply trauma-informed leadership in emotional environments
- Understand team dynamics using the Drama Triangle & TED\*
- Hold space for your team while maintaining healthy boundaries
- Prioritise your own wellbeing with our Self-Care Balance Wheel

**"In healthcare, leadership isn't optional – it's the difference between a team that copes and a team that thrives."**

— HealthKind



# About HealthKind

In fast-paced, emotionally complex healthcare environments, leadership can't be transactional it must be human-centred, relational, and deeply aligned with the realities of care delivery.

**That's why we're here.**

**HealthKind Leadership helps leaders navigate the emotional and relational reality of healthcare** through coaching, culture-building, and leadership development that centres on Integrity, Clarity, and Care.

## Meet the Founder

### About Kristyn Haywood



"Kristyn brings clarity and compassion to the most complex people challenges in Healthcare."


- Julia Das, Chief Pharmacist


Kristyn Haywood is a seasoned leadership educator and former HR executive with over 20 years of experience. She has trained thousands of leaders, delivered transformational coaching, and is a sought-after keynote speaker and trusted advisor. Kristyn holds a Master of Business. Her thesis was on how feedback improves leadership.

In 2018, Kristyn began working with Nursing Unit Managers at Fairfield Hospital, where she discovered her deep connection to healthcare. Since then, she has worked with hundreds of healthcare leaders at all levels.

Kristyn is known for her compassion, transformational coaching style and the rare ability to uncover and resolve complex team issues.

She leads a team of talented specialist educators and coaches.

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