Respect@Work & Psychological Safety

Healthcare & Health Research

Practical leadership and culture programs for healthcare, medical research and health organisations

Respect is not an option

Build respectful, psychologically safe workplaces where people can speak up, contribute and perform at their best.

HealthKind's interactive programs equip leaders and teams to prevent harmful workplace behaviour, strengthen psychological safety, address issues early and build cultures of respect, accountability and inclusion. **Recent delivery includes Respect@Work and Leading with Psychological Safety for NSW Health.**

Prevent Harm

Sexual harassment, discrimination, bullying and psychosocial hazards cause significant harm to individuals, teams and organisations. Our programs help people recognise harmful behaviours early, understand their responsibilities and develop the confidence to respond before problems become embedded in workplace culture.

Practical. Evidence-informed. Highly interactive.

More than 20 years of experience translating complex people and leadership issues into learning that changes behaviour.

Strengthen Leadership

Leaders play a critical role in creating safe and respectful workplaces. We equip them with practical tools to intervene early, address inappropriate behaviour, manage difficult conversations, provide constructive feedback and maintain accountability without escalating defensiveness or conflict.

Build Healthy Cultures

Respectful cultures are created through thousands of everyday interactions. Our programs strengthen psychological safety, inclusion, fairness, accountability and trust so that people feel able to contribute, challenge, ask for help, raise concerns and perform at their best.

More than Compliance

Building the everyday behaviours that create respectful, psychologically safe and high-performing workplaces.

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Respect@Work series

Showing Respect@Work

Program Overview

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 to well-being and productivity. It provides practical role-plays and clarification of the reporting and escalation process. This program supports organisations to meet their positive duty under the Sex Discrimination Act by strengthening prevention, awareness and respectful workplace behaviour. This program is highly interactive, fun and enlightening.

SUITABLE FOR PEOPLE LEADERS & TEAMS
3.5-HOUR (LEADERS) 2-HOUR (TEAMS)

HealthKind

Program Outcomes

- Clarify Respect@Work legal obligations and specific compliance actions.
- Explore the results of the National Inquiry into Sexual Harassment in Australian Workplaces.
- Articulate the specific workplace behaviours that constitute sexual harassment.
- Build awareness of common types of sexual harassment, such as sexually explicit jokes.
- Discover how power disparities drive sexual harassment at work.
- Be clear about the devastating impact of sexual harassment on all parties.
- Articulate the workplace actions that constitute discrimination under Australian workplace law.
- Understand that it is unlawful to discriminate based on several protected attributes e.g. age, gender and sexual orientation.
- Understand discrimination and bias through the lens of neuroscience with reference to unconscious bias, stereotyping, and heuristics.
- Articulate the specific workplace behaviours that constitute bullying according to Australian workplace law.
- Distinguish between what is bullying and good management practice.
- Understand the subtle yet harmful workplace bullying known as ‘gaslighting’.
- Understand that everyone has a role in building psychologically safe and respectful workplaces.

Improve Wellbeing & Reduce Psychosocial Hazards

Prevent Harassment and Strengthen Respectful Cultures

Respect@Work series

Leading with Psychological Safety

Program Overview

When people are afraid to speak up, concerns go unreported, poor behaviour continues and capable people disengage. Leaders need practical ways to respond early and keep conversations open. In this 3.5-hour workshop, leaders learn to recognise common psychosocial hazards and prevent harm in line with work health and safety requirements. Through realistic scenarios, they practise responding to concerns, giving feedback and maintaining clear standards under pressure. The result is stronger trust, fewer avoidable escalations and teams better able to contribute.

SUITABLE FOR PEOPLE LEADERS OF ALL EXPERIENCE

3.5-HOUR WORKSHOP

HealthKind

Program Outcomes

- Identify common psychosocial hazards, including excessive demands, poor support and harmful behaviour, and take early steps to reduce risk.
- Recognise when a team is going quiet, and find out what is preventing people from raising concerns, asking questions or admitting mistakes.
- Respond positively when someone speaks up, so concerns are heard and acted on rather than dismissed or met with defensiveness.
- Address disrespectful behaviour early, with clear expectations and follow-through before it becomes normal in the team.
- Give feedback and maintain accountability while encouraging learning from mistakes.
- Stay composed under pressure and lead difficult conversations without escalating tension.
- Use Timothy Clark's Four Stages of Psychological Safety to help people feel included, learn, contribute their skills and challenge decisions.
- Improve engagement by giving people a stronger sense that their contribution.
- Strengthen team performance by encouraging earlier reporting of problems, more useful ideas and better decisions.

Minimise Psychosocial Risk and Prevent Harm

Foster Trust and Supportive Leadership Practices

Respect@Work series

Creating a Feedback Culture

Program Overview

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

SUITABLE FOR PEOPLE LEADERS & TEAMS
3.5-HOUR WORKSHOP

HealthKind

Program Outcomes

- Understand the line between acceptable and unacceptable behaviour using the 'above-the-line' and 'below-the-line' activity, tailored to the team.
- Explore common workplace situations that trigger people to react below the line.
- Reduce workplace triggers that impact emotional well-being and, consequently, productivity at work.
- Understand the neuroscience behind defensive reactions.
- Encourage people to take responsibility for their triggers, rather than blaming them on others.
- Learn nervous system self-regulation techniques.
- Explore the neurodiversity wheel and how neurodiversity and trauma can affect people differently.
- Get comfortable calling out behaviour (not the person) compassionately.
- Learn specific emotional language to give the recipient the best chance of understanding and growing from feedback.
- Apply the ORPACK structured conversation framework to clarify boundaries and needs.
- Practise conversations that call out below-the-line behaviour using the framework.
- Provide tips on how to receive feedback with gratitude.

Elevate Engagement and Growth-Focused Feedback

Build Open, Constructive Communication Norms

Respect@Work series

Constructive Performance Conversations

Program Overview

This motivating and practical session helps leaders approach performance conversations with greater clarity, confidence and care. It begins by reconnecting leaders with their values, so they understand why these conversations matter, not only for accountability, but for team wellbeing, customer service, trust and results. Participants learn how avoiding performance conversations allows issues to grow, affecting morale, teamwork, motivation and standards. The program also equips leaders to stay calm when others respond with defensiveness, frustration or emotion whilst holding team members to account.

SUITABLE FOR PEOPLE LEADERS
3.5-HOUR WORKSHOP

HealthKind

Program Outcomes

- Reconnect with personal values to find the courage to address performance issues early.
- Recognise the organisational cost of avoided performance conversations, including reduced performance, lower morale, poorer teamwork, weaker customer service and diminished accountability.
- Clarify expectations around roles, standards, behaviours and performance requirements.
- Develop the confidence to lead constructive performance conversations with clarity, care and professionalism.
- Apply the ORPACK structured conversation framework to address performance and behavioural concerns in a clear and respectful way.
- Recognise and manage defensiveness, blame, justification and other emotional responses in performance conversations.
- Stay calm and grounded when others respond with discomfort, frustration or strong emotion.
- Shift conversations from avoidance and problem-focus to accountability, ownership and practical next steps.
- Build the confidence to address underperformance and difficult workplace behaviours.
- Follow up effectively after performance conversations to reinforce expectations.

Clarify Expectations and Align Performance Goals

Reduce Conflict through Solution-Oriented Dialogue

Respect@Work series

Inclusive, Diverse Teams

Program Overview

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 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. The program promotes awareness and genuine learning through courageous dialogue and practical tools to create meaningful and long-lasting change.

SUITABLE FOR PEOPLE LEADERS & TEAMS
3.5-HOUR WORKSHOP

HealthKind

Program Outcomes

- Understand how building a culture of inclusion improves engagement and performance, with people more likely to give their best.
- Recognise the influence of unconscious bias, stereotypes, double-binds and prejudice, and how to address them.
- Explore the neuroscience underlying automatic bias and judgement.
- 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 as having 'less potential' on the other.
- Develop strategies and actions to begin to break down bias in the workplace and encourage inclusiveness.
- Practise having courageous conversations to address bias, stereotypes, double-binds and prejudice.
- Put inclusion into practice through simple habits, such as slowing down recruitment decisions, creating space for quieter voices, and actively seeking perspectives that may be overlooked.

Boost Innovation through Diverse Perspectives

Cultivate Belonging and Equitable Collaboration

Respect@Work series

Unconscious Bias Training

Program Overview

This interactive session explores unconscious bias through neuroscience and personal experience, helping participants understand how automatic biases can shape judgement, affect how people are treated and limit their opportunities 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 interrupt automatic judgements and support fairer decision-making. 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.

SUITABLE FOR PEOPLE LEADERS & TEAMS
2-HOUR WORKSHOP

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Program Outcomes

- 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 tendency towards bias.
- Leave with clear actions to support personal and organisational change, helping build a workplace where every individual feels valued and supported.
- Cultivate allyship and intervention skills by practising how to recognise and speak up against biased remarks or decisions in real time, fostering a culture of mutual support.
- Integrate bias-checks into everyday processes by co-designing simple prompts or "stop-and-reflect" moments in recruitment, performance reviews and project kick-offs to ensure fairness is built into your workflows.

Raise Bias Awareness and Interrupt Unfair Judgements

Embed Fairness into Everyday Decision-Making

About HealthKind

Healthcare and health research environments are complex, high-pressure workplaces where culture, leadership behaviour and psychological safety directly affect how people communicate, collaborate, speak up and perform.

HealthKind develops leaders and teams to navigate these human dynamics with greater clarity, confidence and care.

Our programs combine evidence, practical leadership tools and highly interactive learning to help organisations strengthen respectful behaviour, psychological safety, accountability, inclusion and constructive communication. We work with organisations to deliver individual workshops or integrated leadership and culture programs tailored to their people, risks and priorities.

Recent Health Sector Delivery

HealthKind has recently delivered Respect@Work and Leading with Psychological Safety programs for NSW Health, supporting leaders and staff to strengthen respectful workplace behaviour, psychosocial safety, speaking up, accountability and constructive conversations.

Meet our Founder - Kristyn Haywood

I have worked with Kristyn over the last 10 years. Kristyn cuts through the issues to provide thought-provoking, real-life experiences and behavioural impacts. I highly recommend Kristyn to support your organisation's leadership and culture initiatives for sustained improvement.

Gaye Wright, Director People & Culture
NSW Ministry of Health

Kristyn Haywood is a senior leadership educator, executive coach and former HR executive with more than 20 years of experience developing leaders and workplace cultures.

She has trained thousands of leaders and worked extensively across healthcare, supporting leaders from frontline and operational roles through to senior executives. Kristyn specialises in psychological safety, respectful workplace culture, difficult conversations, inclusion, leadership accountability and human-centred leadership.

She holds a Master of Business from UTS and a Master of Research from Macquarie Business School, where her research examined gendered evaluation, ethical leadership and the conditions under which ethical judgement is recognised as leadership authority.

Kristyn is known for combining evidence with highly practical tools and for creating learning environments where difficult workplace issues can be explored with clarity, compassion and courage.

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