

Respect@Work program series

Healthcare Professionals

- Showing Respect@Work
- Embracing Diversity & Inclusion
- Trauma-Informed Leadership
- Building a Feedback Culture
- Unconscious Bias Training
- How to be an Upstander
- Constructive Performance Conversations



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



Quality Education

We have been delivering quality education training for over 20 years. This series, consisting of seven workshops, is more than a tick-box approach to learning; each training program is an ingredient in positive cultural change.



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.



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Respect@Work series

Showing Respect@Work



Program Overview

This program equips leaders to integrate trauma-informed leadership practices. Participants will understand how workplace behaviours can cause harm, especially for those with lived experiences of exclusion, disrespect, or trauma. The training explores how to lead with empathy, clarity, and consistency to build a psychologically safe workplace where everyone feels respected and protected. Highly interactive, the session includes neuroscience insights, real-world case studies, reflective discussions, and trauma-informed practice sessions - all delivered with warmth, clarity, and a touch of humour.



SUITABLE FOR PEOPLE LEADERS OF ALL EXPERIENCE
3.5-HOUR WORKSHOP



Program Outcomes

- Discover and share your Safety Superpowers to identify personal strengths that foster trust and open communication.
- Foster workplace psychological safety by framing work as a learning challenge, inviting input, and responding productively to feedback, alongside predictability, role clarity, transparency and emotionally regulated leadership.
- Understand trauma types (acute, chronic, complex, secondary, developmental) and how stress and exclusion affect the brain and behaviour.
- Recognise nervous-system states (ventral vagal, sympathetic, dorsal vagal) and practise box-breathing to restore calm engagement.
- Learn the five trauma-informed leadership principles: Safety, Trustworthiness, Choice & Control, Collaboration, Empowerment with Dignity and how to apply them on shift.
- Master trauma-informed conversation skills (open questions, reflective listening, normalisation, strategic silence, needs-checks, boundary-setting) and craft concise scripts.
- Practice these skills in six workplace-specific scenarios (e.g. near-misses, shift swaps, missed deadlines, conflict) through structured role plays.
- Commit to a personal trauma-informed leadership action plan.



Enhance Resilience and
Emotional Regulation Skills



Foster Trust and Supportive
Leadership Practices

Fostering Human-Centred Leadership in Healthcare

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. It's the program to promote 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



Program Outcomes

- 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.



Boost Innovation through
Diverse Perspectives



Cultivate Belonging and
Equitable Collaboration

Fostering Human-Centred Leadership in Healthcare

Respect@Work series

Trauma-Informed Leadership



Program Overview

This interactive program equips leaders with the mindset, skills, and tools to create psychologically safe workplaces that meet both human and legal responsibilities. Leaders will learn how trauma affects behaviour, how to support staff through respectful, evidence-based conversations, and how to model calm, transparent, and values-driven leadership. Drawing on neuroscience, real-world healthcare examples, and the NSW Code of Practice: Managing Psychosocial Hazards at Work, the program blends mini-lectures, case studies, practice sessions, and structured reflection. Participants learn to prevent and respond to disrespect and unlawful behaviours while building trust, empowerment, and cultural awareness across teams.



SUITABLE FOR PEOPLE LEADERS OF ALL EXPERIENCE
3.5-HOUR WORKSHOP



Program Outcomes

- Understand your preventative Leadership Responsibilities under the NSW Code of Practice.
- Identify psychosocial hazards leaders can influence under the WHS Act.
- Recognise how trauma, stress, and exclusion shape behaviour at work.
- Define trauma types (acute, chronic, complex, developmental, vicarious) and workplace triggers.
- Understand nervous-system states (ventral vagal, sympathetic, dorsal vagal) and practise box-breathing for self-regulation.
- Explore the Four Stages of Psychological Safety (Inclusion, Learner, Contributor, Challenger).
- Learn and apply the Six Trauma-Informed Leadership Principles: Safety, Trustworthiness & Transparency, Peer Support, Collaboration & Mutuality, Empowerment, Voice & Choice, Cultural, Historical & Gender Awareness
- Practise trauma-informed conversations using open questions, reflective listening, acknowledgement & normalisation, strategic silence, boundary-setting, and needs-checks.
- Apply these principles in realistic workplace scenarios and role-plays.
- Create a personal Action Plan to embed trauma-informed leadership practices.



Create Cultures of Safety,
Trust, and Inclusion



Lead with Regulation,
Clarity, and Care

Fostering Human-Centred Leadership in Healthcare

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



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-regulating techniques.
- Explore the neurodiversity wheel and how neurodiversity and trauma can affect people differently.
- Get comfortable calling out behaviour (not the person) in a compassionate way.
- Learn specific emotional language to give the recipient the best chance of understanding and growing from feedback.
- Use the 4-stage feedback conversational framework.
- Practice 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

Fostering Human-Centred Leadership in Healthcare

Respect@Work series

Unconscious Bias Training



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.



SUITABLE FOR PEOPLE LEADERS & TEAMS
3.5-HOUR WORKSHOP



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 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.
- 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.



Elevate Engagement and
Growth-Focused Feedback



Build Open, Constructive
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Respect@Work series

How to be an Upstander



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.

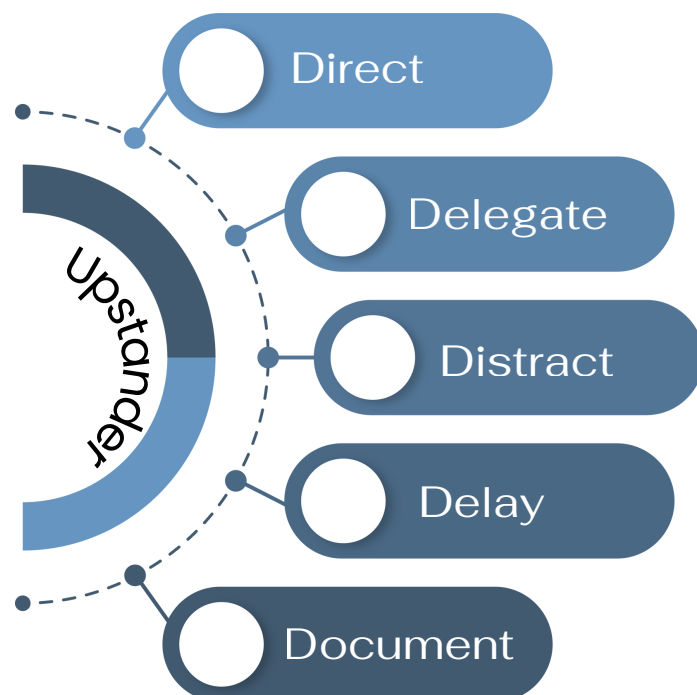


SUITABLE FOR PEOPLE LEADERS & TEAMS
3.5-HOUR WORKSHOP



Program Outcomes

- Understand what being an Upstander 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.
- Develop confidence to step in safely and effectively when witnessing inappropriate behaviour.
- Learn and practice 4 Upstander interventions tailored to your work environment.
- Understand that everyone can do their part to foster a culture of respect and accountability at work.



Empower Intervention and Accountability Behaviours



Normalise Safe, Respectful Responses to Harm

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Respect@Work series

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. Leaders will master techniques for de-escalating tense moments, so even the toughest conversations become catalysts for positive change.



SUITABLE FOR PEOPLE LEADERS
3.5-HOUR WORKSHOP



Program Outcomes

- Clarify expectations around roles, goals, procedures and behaviours to minimise performance and behavioural issues.
- 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.
- Follow up after constructive conversations to reinforce position requirements
- Practice performance improvement conversations with peer leaders.



Clarify Expectations and
Align Performance Goals



Reduce Conflict through
Solution-Oriented Dialogue

Fostering Human-Centred Leadership in Healthcare

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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Fostering Human-Centred Leadership in Healthcare