



People Skills Training

Practical Workshops to Strengthen Communication, Collaboration, and Connection

Essential People Skills

In today's workplaces, technical expertise alone isn't enough. The most successful teams are those that can communicate openly, collaborate seamlessly, and build strong, trusting relationships. Yet, too often, everyday challenges like miscommunication, stress, or conflict get in the way of performance and wellbeing.

Building Better Teams

The People Skills Team Training Program equips your team with the tools, language, and confidence to work better together. Through highly interactive workshops, participants learn to:

- Communicate with clarity and respect.
- Give and receive feedback that fuels growth.
- Build resilience to navigate pressure and change.
- Strengthen trust, collaboration, and shared purpose.

Skilled Educators

Our trainers bring expertise in people skills and adapt research, models, and activities to your unique workplace context, making the learning instantly practical. When facilitation lacks this experience, participants are left to interpret the material on their own, and too often, those insights never turn into lasting change.

Quality Education

Strong teams don't just happen. They're built. Our People Skills workshops give teams the tools to communicate clearly, collaborate with ease, and thrive under pressure. For over 20 years, we've helped workplaces transform everyday interactions into powerful drivers of trust, resilience, and performance



We don't just teach people skills - we help teams live them every day

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People Skills Training Building Emotional Resilience

Program Overview

This workshop provides teams with the mindset and practical tools to handle the daily challenges of working with others in time-pressured, high-stakes, or power-imbalanced environments. Using insights from neuroscience, participants explore how stress impacts behaviour, learn simple nervous-system resets, and practise strategies for letting go of unhelpful patterns. The session is interactive and practical, ensuring skills can be applied immediately at work and in life.



SUITABLE FOR PEOPLE LEADERS & TEAMS
HALF DAY WORKSHOP



Program Outcomes

By the end of this program, participants will be able to:

- Tap into the power of resilience to feel energised, confident, and balanced at work and home.
- Spot and defuse common workplace triggers before they derail focus or morale.
- Apply neuroscience insights to understand how stress affects the body and mind and how to reset quickly.
- Shift negative self-talk into empowering stories that fuel growth instead of draining energy.
- Reframe setbacks as opportunities to strengthen perspective and adaptability.
- Practise rapid reset techniques to calm your nervous system in moments of stress.
- Bounce back stronger after disappointments and challenges.
- Set and protect clear boundaries that preserve energy and wellbeing.
- Say 'no' with confidence and respect when capacity is full.
- Speak up assertively and constructively when boundaries are crossed.
- Let go of negativity by practising the art of "not taking things personally."
- Create a personal ritual of release to free yourself from frustration and resentment.



Strengthen Workplace
Wellbeing & Resilience



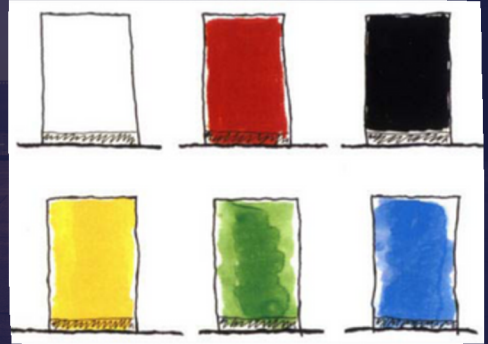
Stay Calm & Effective
Under Pressure

People Skills Training deBono's Six Thinking Hats



Program Overview

Based on Edward de Bono's world-renowned Six Thinking Hats framework, this program equips teams with a simple yet powerful process for making better decisions, faster. Rather than falling into argument and debate, participants learn how to think in parallel, exploring different perspectives systematically. This method fosters creativity, reduces conflict, and helps groups reach consensus with clarity and confidence. The workshop is interactive, applying the hats to real workplace challenges such as strategic planning, problem-solving, product development, and performance improvement.



SUITABLE FOR PEOPLE LEADERS & TEAMS
HALF TO ONE DAY PROGRAM



Program Outcomes

By the end of this program, participants will be able to:

- Understand the Six Thinking Hats methodology and its application.
- Sequence the hats effectively for use in strategic planning, performance management, problem-solving, and idea generation.
- Practise using a consensus decision-making framework.
- Improve creativity, critical thinking, and the speed of solution delivery.
- Understand why argument is inadequate and why little new thinking occurs in typical discussions.
- Discover a structured process for productive discussions and focused thinking.
- Hold critical conversations without emotions or egos derailing decision-making.
- Avoid the "easy but mediocre" decisions that arise when critical thinking is absent.
- Apply lateral-thinking tools such as random words, the concept triangle, and quota brainstorming.
- Understand the importance of emotions (red hat) in change management and how to use them to reduce resistance.
- Use a common language to solve problems and explore opportunities.
- Reach consensus quickly and move ideas into action.



Make Faster, Smarter
Team Decisions



Boost Creativity, Focus &
Consensus Building



People Skills Training

A Team Built on Strengths



Program Overview

This workshop is an enlightening and practical team-building experience based on Gallup's CliftonStrengths assessment. Teams explore their combined strengths and discover how to leverage individual talents for greater collaboration, productivity, and resilience. By learning how to utilise and appreciate each other's strengths, participants build deeper trust, reduce conflict, and achieve project goals more effectively. The program is interactive, fun, and supported by a wealth of Gallup resources that make the insights immediately applicable back in the workplace.



SUITABLE FOR PEOPLE LEADERS & TEAMS
HALF TO ONE DAY PROGRAM



Program Outcomes

By the end of this program, participants will be able to:

- Explore the team's combined strengths using the CliftonStrengths assessment.
- Share and discuss individual strengths to deepen understanding of colleagues.
- Recognise how to integrate each person's strengths into team and project goals.
- Improve self-awareness by identifying how strengths can be used to overcome obstacles and vulnerabilities.
- Transform relationships by building an appreciation of different strengths and work styles.
- Confidently address conflict and challenges using a strengths-based approach.
- Increase engagement and productivity by aligning tasks with natural talents.
- Enhance communication by using strengths as a common language.
- Understand commonalities and differences in work preferences to avoid misunderstandings.
- Reduce stress and avoid "pressing buttons" by learning how others operate in times of pressure.
- Build a stronger, more collaborative team culture.
- Develop a practical plan to continue growing strengths individually and collectively.



Harness Strengths for
Collaboration & Productivity



Transform Relationships
& Team Cohesion

People Skills Training

Giving Voice to Values



Program Overview

Giving Voice to Values (GVV) is an innovative, action-oriented approach to leadership and ethics pioneered by Dr Mary C. Gentile. Unlike traditional ethics training, GVV does not focus on persuading people to be more ethical. Instead, it starts from the premise that most of us already want to act on our values; we just need the skills, practice, and confidence to do so effectively. This program equips participants with the techniques to recognise values conflicts, respond to them with courage and clarity, and strengthen the ethical culture of their workplace.



SUITABLE FOR PEOPLE LEADERS & TEAMS
1 DAY WORKSHOP



Program Outcomes

By the end of this program, participants will be able to:

- Gain an introduction to Giving Voice to Values by Dr Mary Gentile.
- Understand the 7 Pillars of GVV and how they apply in practice.
- Clarify personal values and how they influence workplace behaviour and decision-making.
- Practise a variety of techniques for voicing and enacting one's own values.
- Apply GVV methods through case studies, reframing exercises, and storytelling.
- Identify and rehearse responses to values conflicts that are likely to be effective.
- Build confidence in recognising ethical challenges and acting decisively.
- Develop leadership skills in peer coaching to support others in voicing values.
- Anticipate resistance and devise strategies to overcome barriers.
- Strengthen competence in resolving ethical dilemmas with clarity and conviction.
- Define personal strengths to draw upon in values-based conflicts.
- Contribute to a workplace culture grounded in integrity and trust.



Act Confidently on Personal
& Organisational Values



Resolve Ethical Conflicts
with Clarity & Courage

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 interactive with fun role-plays and deep values-driven discussions.



SUITABLE FOR PEOPLE LEADERS & TEAMS
HALF DAY WORKSHOP



Program Outcomes

By the end of this program, participants will be able to:

- 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

People Skills Training

Team Building with TMS



Program Overview

This interactive workshop uses the Team Management Profile (TMP), one of the world's leading psychometric profiling tools, to help participants understand their own and others' work preferences. By exploring differences in working styles, strengths, and approaches, teams learn to build trust, improve communication, and collaborate more effectively. This workshop enables participants to explore the eight core work activities mapped on the Types of Work Wheel, alongside the four preference measures on the RIDO Scale, creating a comprehensive profile of individual and team strengths.



SUITABLE FOR PEOPLE LEADERS & TEAMS
HALF DAY WORKSHOP



Program Outcomes

By the end of this program, participants will be able to:

- Complete and interpret the Team Management Profile to identify individual work preferences.
- Understand why team members approach work differently and how to respect these differences.
- Build greater self-awareness and apply strategies to improve personal performance.
- Recognise both individual and collective strengths and how to apply them to team goals.
- Develop a common language for teamwork and communication.
- Provide constructive and work-focused feedback based on TMP insights.
- Improve team effectiveness by understanding dynamics and addressing friction points.
- Enable leaders to confidently assign people to projects and tasks where they will thrive.
- Identify opportunities for growth and development across the team.
- Engaging, interactive activities that strengthen team understanding and connection.
- Strengthen collaboration by aligning tasks with strengths and preferences.
- Apply TMP insights to build high-performing, adaptable, and engaged teams.



Enhance Collaboration
& Team Effectiveness



Build Open, Constructive
Communication Norms

About People for Success

In fast-paced, complex workplaces, where the stakes are high, leadership can't be transactional; it must be human-centred, relational, and deeply aligned with the realities of the ever-changing business landscape, where results are achieved by how fast the team can pivot.

That's why we're here.

People for Success helps leaders navigate the emotional reality of their Leadership roles through coaching, culture-building, and leadership development that centres on Integrity, Clarity, and Care.

Meet the Founder About Kristyn Haywood



Kristyn is an authentic educator, coach and community leader. Her passion for developing great leaders through her well thought out and planned programs is visible in all the material and activities.

I have worked with Kristyn at various times over the last 12 years, she has had a personal impact on my career and leadership journey. I cannot recommend her enough.

Marie Yarak - Senior Manager - Supply Chain Sourcing, Contracts & Strategy Boeing

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.

Kristyn is a transformational, values-driven leadership and workplace behaviour specialist. Her consulting experience includes building leadership capability, transforming organisational cultures, talent management and implementing diversity, equity, and inclusion programs. She has successfully partnered with organisations across engineering, pharmaceuticals, finance, health, and the public sector to design and deliver innovative, evidence-based leadership programs.

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.

