



# Respect@Work program series

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

## Changes to the Law

The Federal Government changed the law in late 2022. The laws have imposed a new 'positive duty' on all employers. This requires all employers to take reasonable steps to eliminate sexual harassment from occurring in the workplace. Responding to complaints when they arise is no longer enough. **There is no exemption under this law** - not even for small businesses. No matter the size of the business, if reasonable steps are not taken to eliminate sexual harassment and sex-based harassment in the workplace, the employer could be held liable and face considerable financial and reputational damage to the business.

## We can Support You

Our Respect@Work programs support leaders and teams to create psychologically safe and respectful workplaces. They support organisations to prevent and appropriately respond to disrespectful behaviour by providing the knowledge and practical tools to take responsibility for setting a positive tone at work.

## Minimise your Risk

Our Respect@Work series minimises the risk of work-related psychosocial hazard stress claims by educating leaders and workers on how to recognise potential hazards and prevent harm.

## Quality Education

People for Success has 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. We invite people to "Do the right thing, because it's the right thing to do", which results in sustained attitudinal change. The programs are delivered in a personally engaging, vibrant and fun way to facilitate transformational learning.



Healthy Workplace Behaviour = High Engagement & Performance and less Stress related Claims

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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 on well-being and productivity. It provides practical role-plays and clarification of the reporting and 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.



SUITABLE FOR PEOPLE LEADERS & TEAMS

3.5-HOUR WORKSHOP (LEADERS) 2.5-HOUR WORKSHOP (TEAMS)

PEOPLE FOR  
SUCCESS



## Program Outcomes

- 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.
- 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 according to the AHRC.
- 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.
- Understand that everyone has a role in building psychologically safe and respectful workplaces.



Improve Wellbeing & Reduce  
Psychosocial Hazards



Prevent Harassment and  
Strengthen Respectful Cultures

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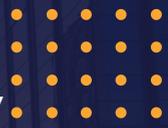


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# Respect@Work series

## Leading with Psychological Safety



### Program Overview

This program equips leaders to integrate trauma-informed leadership practices to build psychologically safe workplaces. 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, 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

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### 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 psychologically safe and trauma-informed conversations using open questions, listening, acknowledgement & normalisation, silence, boundary-setting, and needs-checks.
- Apply these principles in realistic workplace scenarios with role-plays.
- Create a personal Action Plan to embed trauma-informed leadership practices.



Enhance Resilience and  
Emotional Regulation Skills



Foster Trust and Supportive  
Leadership Practices

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# 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

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### 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

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# 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

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# 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.



Raise Bias Awareness and  
Interrupt Unfair Judgements



Embed Fairness into Everyday  
Decision-Making

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# Respect@Work series

## How to be an Upstander



### Program Overview

Upstander 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. They will also explore methods for debriefing and supporting colleagues after interventions, reinforcing a sustainable culture of respect and accountability.

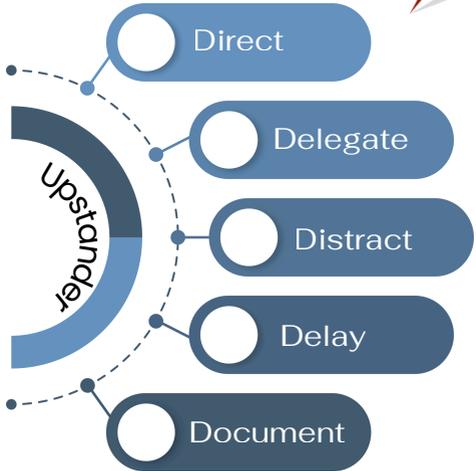


SUITABLE FOR PEOPLE LEADERS & TEAMS  
3.5-HOUR WORKSHOP



### 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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# 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

PEOPLE FOR  
SUCCESS



## 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



# 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 and 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



"I cannot speak highly enough about Kristyn and the profound impact she has had on my personal and professional growth. Through her guidance and coaching, I discovered both my strengths and areas for improvement and insights I had long avoided. Her ability to ask the right questions and offer clear, transformative insights is remarkable. I am deeply grateful for her mentorship."

Deniz Yalniz, Executive General Manager, Weld Australia

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 can only be described as 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.

