



Trauma-Informed Workplace Culture, Communication & Inclusion

Full Programme Module Framework & Delivery Specification

Supporting psychologically safer workplace culture through trauma-informed
workforce development

Developed by Fynix Project

Rise Through Lived Experience – Real Tools, Real Healing

2026 Operational Framework Edition

Trauma-Informed | Evidence-Informed | Psychologically Safe | Workforce-Focused

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Trauma-Informed Workplace Culture, Communication & Inclusion

Full Programme Module Framework & Delivery Specification

Supporting psychologically safer workplace culture, communication, inclusion, and workforce wellbeing through trauma-informed and evidence-informed practice.

Delivered by Fynix Project

North West England & UK-Wide Delivery

CPD-Aligned | Trauma-Informed | Evidence-Informed | Workforce-Focused

1. Programme Overview

Programme Summary

Trauma-Informed Workplace Culture, Communication & Inclusion is a structured workforce development programme designed to support organisations in building healthier, safer, more respectful, and psychologically informed workplace environments.

The programme explores workplace communication, psychological safety, inclusion, neurodiversity awareness, emotional intelligence, professional boundaries, workplace behaviour, team dynamics, conflict awareness, and respectful workplace culture through a trauma-informed and evidence-informed framework.

The workshop has been designed to support workforce wellbeing, improve communication quality, reduce misunderstanding within teams, strengthen inclusion awareness, and increase awareness of psychologically safer workplace interaction.

The programme remains:

- Trauma-informed
- Evidence-informed
- Workforce-focused
- Educational rather than clinical
- Reflective and practical
- Psychologically safe
- Organisationally relevant
- Suitable across multiple sectors

The workshop supports participants to reflect upon workplace interaction, communication patterns, team culture, emotional safety, and inclusion while maintaining clear professional boundaries and emotionally contained facilitation.

Intended Purpose

The purpose of this programme is to:

- Improve workplace communication
- Strengthen psychologically safer interaction
- Increase awareness of workplace culture
- Support inclusion and belonging
- Reduce misunderstanding and interpersonal tension
- Improve emotional intelligence and reflective practice
- Increase awareness of behaviour under stress
- Support healthier workplace relationships
- Promote respectful professional boundaries
- Strengthen workforce wellbeing awareness

Educational & Workforce-Focused Positioning

This programme is educational and preventative in nature.

The workshop is not therapy, clinical intervention, crisis support, safeguarding investigation, or formal HR mediation.

Participants are not required to disclose trauma histories, personal experiences, or emotional difficulties.

The workshop remains workplace-focused, professionally facilitated, and psychologically contained.

2. Programme Aims

The Trauma-Informed Workplace Culture, Communication & Inclusion Programme aims to:

- Improve workplace communication and professional interaction
 - Strengthen psychological safety awareness
 - Support a healthier workplace culture
 - Increase inclusion and belonging awareness
 - Improve emotional intelligence and reflective practice
 - Increase awareness of communication under stress
 - Reduce workplace misunderstanding and interpersonal tension
 - Strengthen awareness of professional boundaries
 - Improve awareness of workplace behaviour and team dynamics
 - Increase neurodiversity awareness within workforce settings
 - Support respectful workplace interaction across differing communication styles and perspectives
 - Encourage safer and more emotionally aware workforce environments
 - Support workforce wellbeing and an emotionally safer workplace culture
-

3. Core Trauma-Informed Principles

The programme is delivered using trauma-informed and psychologically safe principles embedded throughout facilitation, pacing, participation, and discussion.

Safety

The workshop prioritizes emotional safety, respectful interaction, and psychologically safer participation.

Trust & Transparency

Clear expectations, transparent facilitation, and predictable delivery support participant trust and engagement.

Choice & Autonomy

Participation remains optional throughout delivery.

Participants are not required to contribute verbally or disclose personal experiences.

Collaboration

The programme uses reflection-based and discussion-led learning to support shared understanding and respectful workforce discussion.

Empowerment

The workshop focuses on practical workplace reflection, transferable communication awareness, and workforce development.

Respectful Communication

Facilitation promotes curiosity rather than judgment and encourages respectful workplace discussion.

Predictable Facilitation

The workshop follows structured pacing, clear boundaries, timed breaks, and emotionally contained delivery.

Emotional Containment

The programme remains workplace-focused and professionally facilitated to avoid emotional overwhelm or therapeutic processing.

4. Intended Audience

This programme may be suitable for:

- NHS and healthcare teams
- Schools and education settings
- Local authorities
- Housing and homelessness services
- Frontline and support services
- Charities and third-sector organisations
- Corporate and office-based teams
- Volunteer teams
- Leadership and management teams
- Workforce wellbeing programmes

- Multi-agency teams
- Community organisations
- Youth support services
- Care providers and social care organisations

The workshop can be adapted to suit differing workforce environments while maintaining consistent trauma-informed principles.

5. Full Module Framework

Module 1 - Welcome & Psychological Safety

Duration

30 Minutes

Module Purpose

To establish emotional safety, psychological safety, workshop expectations, and trauma-informed group agreements that support respectful participation and reduce learning anxiety.

Learning Objectives

Participants will:

- Understand workshop expectations
- Understand psychological safety principles
- Develop awareness of respectful discussion
- Understand participation boundaries
- Feel safer engaging in the learning environment

Core Topics Covered

- Introductions
- Workshop structure

- Trauma-informed facilitation
- Psychological safety
- Group agreements
- Optional participation
- Respectful communication
- Emotional safety within learning

Delivery Methods

- Facilitated discussion
- Reflection exercise
- Group agreement setting
- Guided introduction

Trauma-Informed Considerations

- Clear expectations provided
- No forced participation
- Predictable structure
- Optional contribution
- Professional facilitation boundaries maintained

Activity

Safe Workplace Reflection: “What helps people feel psychologically safe at work?”

Workforce Outcomes

May support:

- Increased engagement
- Improved participation confidence
- Safer team discussion
- Reduced anxiety within learning spaces

Module 2 - Understanding Workplace Culture

Duration

50 Minutes

Module Purpose

To help participants understand how workplace culture is shaped through communication, behaviour, inclusion, leadership, emotional safety, and team interaction.

Learning Objectives

Participants will:

- Understand how workplace culture develops
- Recognise behavioural influences within teams
- Increase awareness of healthy and unhealthy workplace culture
- Understand links between communication and workplace wellbeing
- Reflect upon psychological safety within workforce environments

Core Topics Covered

- Understanding workplace culture
- Behaviour vs policy
- Healthy and unhealthy workplace environments
- Team communication
- Psychological safety within teams
- Respect and workplace trust
- Inclusion and belonging
- Emotional safety within workplaces

Delivery Methods

- Facilitated discussion
- Reflection exercises
- Group learning
- Culture audit activity

Trauma-Informed Considerations

- Respectful reflection-based learning
- Non-judgmental discussion

- Emotionally safe facilitation
- Structured and predictable pacing

Activity

Workplace Culture Audit

Participants identify:

- Positive workplace behaviours
- Harmful workplace behaviours
- Signs of a psychologically safe workplace culture

Workforce Outcomes

May support:

- Improved workplace culture awareness
 - Better communication within teams
 - Increased psychological safety awareness
 - Stronger workforce reflection
-

Module 3 - Communication & Professional Language

Duration

60 Minutes

Module Purpose

To improve communication awareness, reduce misunderstanding, and strengthen respectful workplace interaction.

Learning Objectives

Participants will:

- Understand communication under stress

- Improve awareness of tone and interpretation
- Increase respectful communication awareness
- Develop awareness of communication breakdown
- Improve professional interaction skills

Core Topics Covered

- Communication and workplace culture
- Tone vs intent
- Communication under stress
- Professional language
- Emotional communication
- Listening skills
- Communication barriers
- Workplace misunderstanding
- Email etiquette

Delivery Methods

- Facilitated discussion
- Group exercises
- Reflection activities
- Scenario exploration
- Roleplay

Trauma-Informed Considerations

- Emotionally safe discussion
- Respectful communication modelling
- No pressure-based participation
- Professional facilitation boundaries

Activity

Rewrite The Email Exercise

Participants rewrite poorly written workplace communication using psychologically safer communication approaches.

Workforce Outcomes

May support:

- Improved communication quality
 - Reduced workplace misunderstanding
 - Better emotionally aware interaction
 - Increased communication confidence
-

Module 4 - Boundaries & Professionalism

Duration

45 Minutes

Module Purpose

To increase awareness of professional boundaries, workplace expectations, emotional labour, and respectful workplace interaction.

Learning Objectives

Participants will:

- Understand professional boundaries
- Increase awareness of emotional labour
- Improve understanding of workplace professionalism
- Reflect upon respectful workplace interaction
- Increase awareness of role clarity and accountability

Core Topics Covered

- Professional boundaries
- Emotional labour
- Oversharing
- Workplace expectations
- Accountability
- Respectful communication
- Role clarity
- Emotional containment

Delivery Methods

- Reflection activities
- Facilitated discussion
- Boundary exercises
- Scenario exploration

Trauma-Informed Considerations

- Respect for emotional boundaries
- Reflection rather than pressure
- Professional facilitation
- Psychologically contained delivery

Activity

Boundary Scale Exercise

Participants discuss:

- Healthy boundaries
- Blurred boundaries
- Workplace risks
- Emotional overload

Workforce Outcomes

May support:

- Improved professionalism
- Better workplace boundaries
- Reduced emotional overload
- Healthier team interaction

Module 5 - Communication Styles & Personality Differences

Duration

50 Minutes

Module Purpose

To improve awareness of differing communication styles, behavioural patterns, and workplace interaction preferences.

Learning Objectives

Participants will:

- Recognise differing communication styles
- Improve understanding of personality differences
- Increase empathy within teams
- Improve communication flexibility
- Increase awareness of behaviour under stress

Core Topics Covered

- Direct and indirect communication
- Analytical and reflective communication styles
- Quiet processing
- Relationship-focused communication
- Workplace assumptions
- Behaviour under stress
- Emotional expression differences

Delivery Methods

- Facilitated discussion
- Communication exercises
- Group reflection
- Scenario discussion

Trauma-Informed Considerations

- Curiosity rather than judgement
- Respectful exploration of difference
- Emotionally safe participation
- Non-pathologising facilitation

Activity

What Communication Style Are You?

Workforce Outcomes

May support:

- Increased empathy within teams
 - Reduced judgement
 - Improved team communication
 - Better workplace relationships
-

Module 6 - Neurodivergence In The Workplace

Duration

40 Minutes

Module Purpose

To improve awareness of neurodiversity within workforce environments and support more inclusive workplace understanding.

Learning Objectives

Participants will:

- Increase neurodiversity awareness
- Understand communication differences
- Improve awareness of sensory overwhelm
- Recognise differing processing styles
- Increase inclusion awareness

Core Topics Covered

- ADHD awareness
- Autism awareness
- Dyslexia awareness

- Sensory considerations
- Social fatigue
- Masking
- Processing differences
- Workplace accommodations

Delivery Methods

- Reflection exercises
- Facilitated discussion
- Inclusive workplace exploration
- Group learning

Trauma-Informed Considerations

- Inclusive participation approaches
- Respectful language
- Neurodiverse accessibility awareness
- Non-judgemental facilitation

Activity

Different Brains, Different Needs Reflection

Participants discuss:

- What helps people work well?
- What creates overwhelm?

Workforce Outcomes

May support:

- Increased neurodiversity awareness
 - Improved workplace inclusion
 - Better communication understanding
 - Reduced assumptions within teams
-

Module 7 - Cultural Respect, Inclusion & Different Perspectives

Duration

35 Minutes

Module Purpose

To increase awareness of inclusion, belonging, respectful workplace interaction, and differing lived perspectives within workforce environments.

Learning Objectives

Participants will:

- Improve awareness of workplace inclusion
- Increase understanding of belonging within teams
- Reflect upon assumptions and bias
- Increase respectful communication awareness
- Improve perspective-taking skills

Core Topics Covered

- Inclusion and belonging
- Respectful workplace interaction
- Assumptions and bias
- Identity and culture
- Inclusive language
- Psychological safety and participation
- Workplace respect

Delivery Methods

- Facilitated discussion
- Reflection exercises
- Group learning
- Perspective-taking activities

Trauma-Informed Considerations

- Respectful facilitation
- Inclusive participation
- Non-judgemental discussion
- Emotionally safe learning environment

Activity

Perspective Reflection Exercise

Workforce Outcomes

May support:

- Stronger inclusion awareness
 - Improved respectful communication
 - Better workplace belonging
 - Increased empathy within teams
-

Module 8 - Generational Awareness & Perspective Taking

Duration

30 Minutes

Module Purpose

To improve understanding across age groups, workplace perspectives, communication expectations, and differing professional experiences.

Learning Objectives

Participants will:

- Increase awareness of generational differences
- Improve perspective-taking within teams
- Reduce workplace assumptions
- Increase respectful communication awareness

- Improve understanding across differing workplace experiences

Core Topics Covered

- Generational expectations
- Workplace communication preferences
- Technology and communication differences
- Respectful workplace interaction
- Workplace humour and boundaries
- Perspective-taking
- Different attitudes toward authority and professionalism

Delivery Methods

- Facilitated discussion
- Group reflection
- Perspective exercises
- Team-based discussion

Trauma-Informed Considerations

- Curiosity-based learning
- Respectful discussion
- Avoiding stereotypes
- Inclusive facilitation

Activity

Perspective Swap Exercise

“How might this feel from another person’s perspective?”

Workforce Outcomes

May support:

- Reduced interpersonal misunderstanding
 - Better workplace communication
 - Improved empathy
 - Stronger team cohesion
-

Module 9 - Conflict, Emotional Intelligence & Team Culture

Duration

30 Minutes

Module Purpose

To improve awareness of workplace conflict, emotional intelligence, escalation patterns, and emotionally safer communication under pressure.

Learning Objectives

Participants will:

- Understand conflict and escalation patterns
- Increase emotional intelligence awareness
- Improve understanding of stress responses
- Develop awareness of emotionally reactive communication
- Improve workplace reflection and team understanding

Core Topics Covered

- Emotional intelligence
- Stress responses
- Conflict triggers
- Escalation patterns
- Responding vs reacting
- De-escalation communication
- Team accountability
- Communication under pressure

Delivery Methods

- Facilitated discussion
- Case study work
- Group reflection
- Scenario exploration

Trauma-Informed Considerations

- Psychologically safe facilitation
- Emotionally contained delivery
- Reflection-based learning
- Respectful group discussion

Activity

Conflict Case Studies

Participants explore workplace conflict scenarios and discuss psychologically safer responses.

Workforce Outcomes

May support:

- Reduced workplace tension
 - Better communication under stress
 - Increased emotional awareness
 - Improved difficult conversation confidence
-

Module 10 - Reflection & Action Planning

Duration

10 Minutes

Module Purpose

To support reflection, workplace application, and implementation planning following workshop delivery.

Learning Objectives

Participants will:

- Reflect upon key learning
- Identify practical workplace actions
- Increase awareness of workplace communication habits
- Develop implementation awareness
- Consider improvements to workplace culture and inclusion

Core Topics Covered

- Reflection and review
- Workplace application
- Team awareness
- Communication goals
- Inclusion and psychological safety actions
- Practical implementation

Delivery Methods

- Reflection exercises
- Facilitated discussion
- Action planning
- Group reflection

Trauma-Informed Considerations

- Emotionally safe closure
- Reflection-based participation
- Respectful facilitation
- Predictable workshop ending

Activity

Reflection Questions:

- What stood out today?
- What challenged you?
- What could improve workplace culture?
- What will you apply immediately?

Workforce Outcomes

May support:

- Improved learning retention

- Increased reflective practice
 - Stronger workplace application
 - Improved workforce awareness
-

6. Delivery Approach

The workshop is delivered using:

- Interactive learning
- Reflection-based learning
- Discussion-led facilitation
- Trauma-informed pacing
- Emotionally contained delivery
- Workplace-relevant examples
- Inclusive participation methods
- Group discussion and scenario exploration

The delivery approach is designed to remain:

- Structured
- Predictable
- Respectful
- Psychologically safe
- Inclusive
- Workforce-focused
- Educational rather than clinical

Participants are encouraged to engage through reflection, workplace discussion, scenario exploration, and shared learning.

7. Psychological Safety & Safeguarding

The programme prioritises emotional safety, professional facilitation boundaries, and psychologically safer workforce learning.

The workshop:

- Is not therapy or clinical intervention
- Does not require trauma disclosure
- Does not replace safeguarding procedures
- Does not replace HR investigation or mediation
- Maintains professional facilitation boundaries
- Uses emotionally contained facilitation
- Supports optional participation
- Encourages respectful communication
- Promotes psychologically safer discussion
- Remains workplace-focused and educational

Facilitators maintain clear professional boundaries throughout delivery.

Signposting may be encouraged where appropriate.

8. Evidence-Informed Foundations

The programme is informed by:

- Workplace psychology
- Psychological safety research
- Behavioural science
- Communication theory
- Emotional intelligence frameworks
- Trauma-informed practice
- Neurodiversity awareness guidance
- Inclusion and belonging research
- Stress and nervous system awareness
- Workforce wellbeing principles

The workshop aims to remain practical, accessible, workforce-focused, and evidence-informed.

9. Policy, Legislation & Organisational Alignment

The Trauma-Informed Workplace Culture, Communication & Inclusion Programme has been designed to complement relevant UK workplace

legislation, workforce wellbeing priorities, trauma-informed practice guidance, psychological safety expectations, and organisational culture development.

The programme is educational, preventative, workforce-focused, and non-clinical. It does not replace legal advice, HR procedures, safeguarding duties, clinical support, or organisational compliance responsibilities. Instead, it supports organisations to strengthen workplace culture, communication, inclusion, professional boundaries, psychological safety, and reflective workforce practice.

Health & Safety at Work etc. Act 1974

The programme supports awareness of workforce wellbeing, workplace stress, emotional safety, respectful communication, psychological safety, and healthier team environments.

It may contribute to organisational reflection around how workplace culture, communication, and team relationships influence staff wellbeing and workplace functioning.

Management of Health & Safety at Work Regulations 1999

The programme supports reflection around workplace stress, workforce pressure, communication breakdown, emotional fatigue, and team wellbeing.

It encourages awareness of how pressure, stress responses, unclear communication, and emotionally unsafe workplace dynamics may affect staff behaviour, relationships, and team functioning.

Equality Act 2010

The workshop supports awareness of inclusion, diversity, belonging, neurodiversity, communication differences, reasonable adjustment awareness, respectful interaction, and bias.

It encourages participants to reflect on how workplace culture and communication may influence inclusion, participation, and staff experience.

Worker Protection (Amendment of Equality Act 2010) Act 2023

The programme supports preventative workplace culture development by encouraging respectful communication, professional boundaries, psychological safety, inclusion, and safer team interaction.

From 26 October 2024, employers have a legal duty to take reasonable steps to prevent sexual harassment at work. This programme does not replace legal or HR compliance training, but may complement organisational approaches to creating safer, more respectful workplace environments and reducing harmful workplace behaviours.

EHRC Workplace Harassment Prevention Guidance

The programme supports broader organizational prevention approaches by strengthening awareness of respectful communication, professional conduct, workplace culture, boundaries, and psychologically safer interactions.

This may complement employer efforts to prevent inappropriate behaviour, strengthen safer workplace environments, and encourage proactive culture review.

Human Rights Act 1998

The workshop promotes workplace principles connected to dignity, respect, inclusion, psychological safety, participation, and fair treatment.

It encourages organisations to consider how workplace culture influences staff wellbeing, confidence, communication, and belonging.

Public Sector Equality Duty

For public sector organisations, the programme may support workforce reflection around inclusion, participation, reducing exclusion, respectful communication, psychological safety, and belonging within teams.

NHS Health and Wellbeing Framework

For NHS and healthcare settings, the programme may support workforce wellbeing priorities by strengthening communication, team culture, inclusion, psychological safety, emotional awareness, and reflective practice.

The workshop can complement wider health and wellbeing, HR, organisational development, leadership, and culture-change initiatives.

Trauma-Informed Practice Guidance & Public Sector Alignment

The programme aligns with wider trauma-informed practice developments across public service, justice, health, social care, education, housing, and community settings.

It embeds trauma-informed principles including safety, trust, choice, collaboration, empowerment, predictable facilitation, emotional containment, respectful participation, and non-judgemental discussion.

The workshop does not require trauma disclosure and remains workplace-focused, educational, and professionally facilitated.

Workforce Wellbeing & Psychological Safety Alignment

The programme aligns with organisational priorities relating to workforce wellbeing, psychological safety, staff retention, communication quality, inclusion, culture improvement, and emotionally safer workplace environments.

It supports awareness of team trust, respectful communication, emotional safety, safer participation, workplace belonging, and reflective team practice.

Emerging Employment Rights & Safer Workplace Culture Context

The programme also sits within a wider UK policy direction toward stronger worker protection, safer workplace culture, harassment prevention, flexible working, and improved employment rights.

As this area continues to develop, the workshop provides organisations with a practical workforce culture intervention focused on respectful communication, inclusion, psychological safety, prevention, and healthier team interaction.

10. Organisational Outcomes

Organisations may experience:

- Improved communication across teams

- Stronger workplace culture
 - Increased psychological safety awareness
 - Improved inclusion and belonging
 - Better workplace relationships
 - Reduced misunderstanding and interpersonal tension
 - Increased staff confidence
 - Improved workforce reflection
 - Better emotionally aware communication
 - Stronger team cohesion
-

11. Evaluation & Impact Measurement

Evaluation methods may include:

Before Training

- Staff confidence questionnaires
- Communication reflection exercises
- Workplace culture reflection

During Training

- Group discussion
- Reflection activities
- Facilitator observation
- Learning check-ins

After Training

- Feedback forms
 - Reflection exercises
 - Action planning
 - Workplace implementation review
 - Follow-up workforce discussion
-

12. Facilitation Standards

The programme is delivered using:

- Trauma-informed facilitation
 - Psychologically safe pacing
 - Respectful discussion management
 - Emotionally contained delivery
 - Reflection-led learning
 - Inclusive participation approaches
 - Non-judgemental facilitation
 - Workplace-focused communication
-

13. Accessibility & Inclusion Statement

The workshop aims to remain accessible and inclusive across differing communication styles, learning needs, and workforce experiences.

The programme supports:

- Neurodiverse accessibility
 - Optional participation
 - Reflection-based engagement
 - Mixed communication styles
 - Inclusive facilitation
 - Respectful participation
 - Sensory awareness considerations
 - Emotionally safe pacing
-

14. Delivery Formats

The programme may be delivered as:

- Half-day workshop
- Full-day workshop
- Multi-session programme
- Leadership adaptation
- Sector-specific adaptation
- Team development programme

- Workforce wellbeing intervention
 - Online or in-person delivery
-

15. Workforce Risks This Programme May Help Address

The programme may support organisational awareness around:

- Communication breakdown
 - Workplace conflict
 - Staff tension
 - Burnout awareness
 - Emotional fatigue
 - Inclusion challenges
 - Team disconnection
 - Psychological safety concerns
 - Workforce stress
 - Misunderstanding within teams
 - Emotionally reactive communication
 - Poor workplace morale
-

16. CPD & Workforce Development Positioning

The programme supports:

- Reflective learning
- Professional development
- Workforce wellbeing awareness
- Communication improvement
- Inclusion and belonging awareness
- Psychological safety awareness
- Emotional intelligence development
- Workplace culture reflection
- Team development
- Respectful workplace interaction

17. Commissioner Confidence Statement

This programme has been developed to provide organisations with a structured, trauma-informed, psychologically safe, and evidence-informed workforce development intervention focused on workplace culture, communication, inclusion, and emotional safety.

The workshop remains educational, professionally facilitated, non-clinical, and workforce-focused while supporting meaningful reflection, practical communication awareness, and psychologically safer workplace interaction.

The programme is adaptable across sectors and designed to complement wider organisational wellbeing, workforce development, inclusion, and psychological safety priorities.

18. Strategic Closing Statement

This programme has been developed to support organisations in building healthier, safer, and more psychologically informed workplace cultures through trauma-informed and evidence-informed workforce development.

The workshop provides structured, practical, and reflective learning that supports communication, inclusion, emotional awareness, psychological safety, and respectful workplace interaction across diverse workforce environments.

The programme aims to strengthen workforce awareness, improve workplace relationships, increase inclusion, and support psychologically safer communication while maintaining professional boundaries and emotionally contained facilitation.

Delivered by Fynix Project.