



# Trauma-Informed Workplace Culture, Communication & Inclusion Programme Summary Booklet

Supporting psychologically safer workplace culture through trauma-informed  
workforce development

**Developed by Fynix Project**

*Rise Through Lived Experience – Real Tools, Real Healing*

Programme Summary Edition 2026

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

# Trauma-Informed Workplace Culture, Communication & Inclusion

## Programme Summary Booklet

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

Developed by Fynix Project

North West England & UK-Wide Delivery

Rise Through Lived Experience - Real Tools, Real Healing

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

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## Contents

1. Programme Overview
  2. Why This Programme Matters
  3. Organisational Challenges This Programme Responds To
  4. Core Workshop Themes
  5. Intended Audience
  6. Full Programme Structure
  7. Trauma-Informed Delivery Approach
  8. Psychological Safety & Safeguarding
  9. Evidence-Informed Foundations
  10. Policy, Legislation & Organisational Alignment
  11. Organisational Benefits & Workforce Outcomes
  12. Delivery Formats & Adaptation Options
  13. Evaluation & Impact Measurement
  14. Why Fynix Project
  15. Booking & Enquiries
-

# 1. Programme Overview

## Trauma-Informed Workplace Culture, Communication & Inclusion

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 and belonging
- Neurodiversity awareness
- Emotional intelligence
- Professional boundaries
- Workplace behaviour
- Team dynamics
- Conflict awareness
- Communication under pressure
- Respectful workplace interaction
- Team culture and morale
- Emotional safety within teams
- Behavioural understanding
- Reflective workplace practice

The workshop has been developed to support organisations in strengthening communication, reducing misunderstanding, improving workplace culture, increasing psychologically safer interaction, and improving awareness of how stress, pressure, and workplace dynamics may influence behaviour and relationships across workforce environments.

The programme remains:

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

- Suitable for mixed workforce environments
- Grounded in workplace application

Participants are supported to reflect upon workplace interaction, communication patterns, emotional safety, team culture, inclusion, stress responses, and behavioural understanding while maintaining clear professional boundaries and emotionally contained facilitation.

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## 2. Why This Programme Matters

Modern workplaces are increasingly emotionally demanding, fast-paced, relationship-driven, and communication-dependent.

Across public services, healthcare environments, charities, housing services, schools, frontline teams, and corporate organisations, staff are often working within environments shaped by:

- High workloads
- Workforce shortages
- Increased emotional labour
- Burnout and fatigue
- Communication pressure
- Team conflict
- Psychological safety concerns
- Inclusion and belonging challenges
- Neurodiversity awareness needs
- Workplace stress
- Increased organisational expectations
- Complex interpersonal dynamics
- Compassion fatigue
- Workplace tension and disconnection

Workplace culture is not created solely through policy.

Culture is shaped through:

- Daily communication
- Team interaction
- Leadership behaviour
- Workplace expectations
- Emotional safety
- Respectful communication
- Inclusion and belonging

- Team relationships
- Stress responses
- Behaviour under pressure
- Relational trust
- Psychological safety within teams

When workplace culture becomes strained, organisations may experience:

- Communication breakdown
- Increased misunderstanding
- Team division
- Reduced morale
- Staff disengagement
- Increased tension
- Reduced psychological safety
- Poorer collaboration
- Burnout and emotional fatigue
- Reduced confidence within teams
- Increased staff turnover risk

This programme has been developed to support organisations in strengthening a healthier workplace culture through practical, reflective, trauma-informed, and psychologically safe workforce development.

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## **3. Organisational Challenges This Programme Responds To**

The programme has been designed in response to increasing workforce challenges experienced across multiple sectors.

### **Communication Breakdown**

Poor communication may contribute to:

- Misunderstanding
- Team tension
- Escalation between colleagues
- Reduced collaboration
- Passive-aggressive communication
- Reduced workplace trust
- Difficult professional relationships

The programme explores communication through a trauma-informed and emotionally aware lens.

## **Psychological Safety Concerns**

When psychological safety is low, staff may feel unable to:

- Speak openly
- Ask questions
- Raise concerns
- Share ideas
- Participate honestly
- Admit mistakes
- Engage confidently within teams

The workshop explores how psychologically safer environments may support healthier communication, inclusion, trust, and team cohesion.

## **Burnout & Emotional Fatigue**

Many organisations now operate within emotionally demanding environments where staff may experience:

- Emotional overload
- Compassion fatigue
- Workplace exhaustion
- Reduced patience
- Emotional dysregulation
- Team disconnection
- Reduced morale

The programme supports workforce reflection around stress, pressure, communication, and emotional well-being within workplace culture.

## **Inclusion & Neurodiversity Challenges**

Modern workplaces increasingly include individuals with differing:

- Communication styles
- Sensory needs
- Processing styles
- Social interaction preferences
- Emotional expression patterns

Without awareness and understanding, workplace misunderstandings and exclusion may occur.

The workshop encourages curiosity, flexibility, respectful communication, and greater inclusion awareness.

## **Conflict & Team Tension**

Conflict is often influenced by:

- Stress
- Communication differences
- Workplace pressure
- Emotional overwhelm
- Lack of psychological safety
- Behavioural misunderstanding

The programme explores emotionally safer approaches to communication, escalation awareness, and reflective workplace interaction.

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# **4. Core Workshop Themes**

## **Workplace Culture & Team Dynamics**

Understanding how workplace environments influence:

- Behaviour
- Communication
- Inclusion
- Morale
- Team cohesion
- Emotional safety
- Workplace trust
- Staff wellbeing

## **Communication & Professional Interaction**

Exploring:

- Communication under stress
- Listening skills

- Tone and interpretation
- Respectful discussion
- Workplace misunderstanding
- Emotionally aware interaction
- Professional language
- Communication barriers

## **Psychological Safety**

Understanding how psychologically safer workplaces may improve:

- Participation
- Team trust
- Inclusion
- Workplace confidence
- Communication quality
- Collaboration
- Reflective discussion

## **Emotional Intelligence**

Developing awareness of:

- Emotional responses
- Behaviour under pressure
- Stress and communication
- Self-awareness
- Reflective practice
- Relationship management
- Perspective-taking

## **Professional Boundaries**

Exploring:

- Workplace expectations
- Professionalism
- Emotional labour
- Role clarity
- Accountability
- Respectful communication
- Emotional containment

## **Neurodiversity Awareness**

Increasing understanding of:

- ADHD
- Autism
- Dyslexia
- Sensory overwhelm
- Processing differences
- Social fatigue
- Communication differences
- Workplace accessibility

## **Inclusion & Belonging**

Exploring:

- Respectful interaction
- Workplace belonging
- Perspective-taking
- Inclusive communication
- Workplace participation
- Bias and assumptions
- Team inclusion

## **Conflict Awareness**

Understanding:

- Escalation patterns
  - Behaviour under stress
  - Emotional reactivity
  - Difficult conversations
  - Workplace tension
  - Communication breakdown
  - De-escalation awareness
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## **5. 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
- Leadership and management teams
- Volunteer teams
- Community organisations
- Workforce wellbeing programmes
- Corporate and office-based teams
- Care providers and social care organisations
- Multi-agency teams
- Youth support services
- Public-facing services

The programme can be adapted across sectors while maintaining consistent trauma-informed principles.

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## **6. Full Programme Structure**

### **Module 1 - Welcome & Psychological Safety**

#### **Core Focus**

Creating emotional safety, psychological safety, workshop agreements, and respectful participation.

#### **Participants Explore**

- Workshop expectations
- Psychological safety principles
- Trauma-informed facilitation
- Respectful communication
- Group agreements
- Emotional safety within learning
- Participation boundaries
- Predictable facilitation structure

#### **Learning Outcomes**

Participants may:

- Feel safer engaging in learning spaces
- Understand workshop expectations
- Increase awareness of respectful discussion
- Improve confidence in group participation
- Develop awareness of psychologically safer communication

## **Activities**

- Safe Workplace Reflection
  - Group agreement setting
  - Guided workplace discussion
- 

# **Module 2 - Understanding Workplace Culture**

## **Core Focus**

Understanding how communication, behaviour, leadership, inclusion, and emotional safety shape workplace culture.

## **Participants Explore**

- Behaviour vs policy
- Healthy and unhealthy workplace culture
- Team communication
- Workplace trust
- Emotional safety within teams
- Psychological safety within organisations
- Inclusion and belonging
- Workplace norms and expectations

## **Learning Outcomes**

Participants may:

- Increase awareness of workplace culture
- Reflect upon team dynamics
- Understand how culture affects staff wellbeing
- Recognise behavioural patterns within teams
- Increase awareness of psychological safety

## **Activities**

- Workplace culture audit
  - Reflection exercises
  - Team discussion activities
- 

## **Module 3 - Communication & Professional Language**

### **Core Focus**

Improving workplace communication, reducing misunderstanding, and strengthening respectful professional interaction.

### **Participants Explore**

- Communication under stress
- Tone vs intent
- Emotional communication
- Listening skills
- Communication barriers
- Professional language
- Workplace misunderstanding
- Email communication
- Respectful interaction

### **Learning Outcomes**

Participants may:

- Improve communication awareness
- Increase awareness of communication habits
- Better understand tone and interpretation
- Increase emotionally aware interaction
- Improve workplace communication confidence

### **Activities**

- Rewrite The Email Exercise
  - Communication reflection exercises
  - Scenario exploration
  - Group discussion
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# Module 4 - Boundaries & Professionalism

## Core Focus

Exploring workplace expectations, professionalism, accountability, emotional labour, and respectful boundaries.

## Participants Explore

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

## Learning Outcomes

Participants may:

- Increase awareness of professional boundaries
- Reflect upon emotional overload
- Improve understanding of respectful workplace interaction
- Increase awareness of role clarity
- Improve professionalism within team environments

## Activities

- Boundary scale exercise
  - Workplace reflection
  - Scenario discussion
- 

# Module 5 - Communication Styles & Personality Differences

## Core Focus

Understanding differing communication styles, behavioural patterns, and workplace interaction preferences.

## **Participants Explore**

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

## **Learning Outcomes**

Participants may:

- Increase empathy within teams
- Reduce judgement and assumptions
- Improve communication flexibility
- Increase understanding of differing workplace styles
- Improve team communication awareness

## **Activities**

- Communication style reflection
  - Perspective exercises
  - Team discussion activities
- 

# **Module 6 - Neurodivergence In The Workplace**

## **Core Focus**

Increasing awareness of neurodiversity and supporting more inclusive workplace environments.

## **Participants Explore**

- ADHD awareness
- Autism awareness
- Dyslexia awareness
- Sensory considerations
- Masking and social fatigue
- Processing differences
- Communication differences

- Workplace accommodations
- Inclusion and accessibility

## **Learning Outcomes**

Participants may:

- Increase neurodiversity awareness
- Improve inclusion understanding
- Reduce assumptions about behaviour
- Increase awareness of sensory overwhelm
- Improve understanding of communication differences

## **Activities**

- Different Brains, Different Needs reflection
  - Group discussion
  - Inclusive workplace exploration
- 

# **Module 7 - Cultural Respect, Inclusion & Different Perspectives**

## **Core Focus**

Exploring respectful workplace interaction, belonging, differing perspectives, and inclusion awareness.

## **Participants Explore**

- Inclusion and belonging
- Workplace participation
- Assumptions and bias
- Identity and culture
- Inclusive language
- Psychological safety
- Respectful communication
- Team inclusion

## **Learning Outcomes**

Participants may:

- Increase inclusion awareness

- Improve perspective-taking
- Increase empathy within teams
- Improve respectful communication
- Better understand workplace belonging

### **Activities**

- Perspective reflection exercises
  - Group learning
  - Inclusion-based discussion
- 

## **Module 8 - Generational Awareness & Perspective Taking**

### **Core Focus**

Improving understanding across differing workplace experiences, perspectives, and communication expectations.

### **Participants Explore**

- Generational expectations
- Technology and communication differences
- Workplace humour and boundaries
- Authority and professionalism
- Perspective-taking
- Communication preferences
- Workplace assumptions

### **Learning Outcomes**

Participants may:

- Reduce interpersonal misunderstanding
- Improve empathy across teams
- Increase awareness of differing perspectives
- Improve workplace communication
- Increase respectful interaction

### **Activities**

- Perspective swap exercises
- Team discussion

- Reflection-based learning
- 

## **Module 9 - Conflict, Emotional Intelligence & Team Culture**

### **Core Focus**

Improving awareness of conflict, escalation patterns, emotional intelligence, and communication under pressure.

### **Participants Explore**

- Stress responses
- Emotional intelligence
- Conflict triggers
- Escalation patterns
- Emotional reactivity
- Responding vs reacting
- De-escalation awareness
- Team accountability
- Difficult conversations

### **Learning Outcomes**

Participants may:

- Increase emotional awareness
- Improve understanding of conflict dynamics
- Improve communication under stress
- Increase reflective practice
- Improve confidence in difficult conversations

### **Activities**

- Conflict case studies
  - Scenario exploration
  - Team reflection exercises
- 

## **Module 10 - Reflection & Action Planning**

## **Core Focus**

Supporting practical workplace application and reflection following workshop delivery.

## **Participants Explore**

- Key learning points
- Workplace implementation
- Communication goals
- Team awareness
- Inclusion and psychological safety actions
- Workplace reflection
- Team culture improvements

## **Learning Outcomes**

Participants may:

- Increase reflective practice
- Improve learning retention
- Identify practical workplace actions
- Increase workplace awareness
- Strengthen implementation confidence

## **Activities**

- Reflection questions
  - Action planning
  - Group review discussion
- 

# **7. Trauma-Informed Delivery Approach**

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

The workshop prioritises:

- Emotional safety
- Psychological safety

- Respectful communication
- Choice and autonomy
- Predictable facilitation
- Reflection-based learning
- Inclusive participation
- Professional facilitation boundaries
- Emotionally contained delivery
- Non-judgemental discussion
- Respectful challenge
- Structured pacing

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

The workshop remains educational, workplace-focused, and professionally facilitated.

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## **8. Psychological Safety & Safeguarding**

The programme prioritises emotionally safe workforce learning and maintains clear professional boundaries throughout delivery.

The workshop:

- Is not therapy or clinical intervention
- Does not require trauma disclosure
- Does not replace safeguarding procedures
- Does not replace HR processes or mediation
- Uses psychologically safe facilitation approaches
- Encourages respectful communication
- Supports optional participation
- Maintains emotionally contained delivery
- Uses predictable workshop pacing
- Supports reflective learning rather than emotional exposure

Facilitators maintain clear professional boundaries throughout delivery.

Where appropriate, participants may be signposted toward internal organisational wellbeing pathways or external support services.

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## 9. Evidence-Informed Foundations

The programme is informed by:

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

The workshop aims to remain practical, accessible, reflective, and workforce-focused while supporting meaningful workplace application.

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## 10. Policy, Legislation & Organisational Alignment

The programme has been designed to complement relevant UK workplace legislation, workforce wellbeing priorities, trauma-informed practice guidance, psychological safety expectations, and organisational culture development.

Relevant areas include:

- Health & Safety at Work etc. Act 1974
- Equality Act 2010
- Worker Protection (Amendment of Equality Act 2010) Act 2023
- Management of Health & Safety at Work Regulations 1999
- Human Rights Act 1998
- Public Sector Equality Duty
- NHS Health & Wellbeing Framework
- Trauma-Informed Practice Guidance
- Workforce wellbeing and psychological safety priorities

The programme remains educational, preventative, workforce-focused, and non-clinical.

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## 11. Organisational Benefits & Workforce Outcomes

Organisations may experience:

- Improved communication across teams
- Increased psychological safety awareness
- Better workplace relationships
- Stronger workplace culture
- Improved inclusion and belonging awareness
- Reduced misunderstanding and interpersonal tension
- Increased workforce reflection
- Improved emotional intelligence awareness
- Better communication under pressure
- Stronger team cohesion
- Improved workplace morale
- Increased awareness of respectful communication
- Better behavioural understanding within teams
- Increased workforce wellbeing awareness
- Improved reflective workplace practice

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## 12. Delivery Formats & Adaptation Options

The programme may be delivered as:

- Half-day workshop
- Full-day workshop
- Multi-session programme
- Team development programme
- Leadership adaptation
- Sector-specific adaptation
- Workforce wellbeing intervention
- Online delivery
- In-person delivery
- Multi-agency delivery
- Staff development programme

Sector-specific adaptation may include:

- NHS and healthcare settings
  - Schools and education environments
  - Housing and homelessness services
  - Frontline support teams
  - Leadership and management teams
  - Charities and third-sector organisations
  - Corporate workplace environments
- 

## **13. Evaluation & Impact Measurement**

Evaluation approaches may include:

### **Before Training**

- Staff confidence surveys
- Communication self-assessment
- Workplace culture reflection
- Team wellbeing indicators

### **During Training**

- Reflection exercises
- Facilitator observation
- Learning check-ins
- Group participation and discussion

### **After Training**

- Feedback forms
  - Workplace action planning
  - Team reflection
  - Follow-up evaluation
  - Communication review
  - Organisational feedback discussion
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## 14. Why Fynix Project

Fynix Project delivers trauma-informed, psychologically safe, and evidence-informed workforce development programmes focused on communication, emotional awareness, inclusion, psychological safety, and healthier workplace culture.

Our delivery approach combines:

- Trauma-informed principles
- Workforce development understanding
- Practical communication awareness
- Reflective learning
- Professional facilitation
- Lived-experience-informed insight
- Evidence-informed practice
- Organisational relevance
- Psychologically safe delivery approaches

Fynix Project aims to provide structured, respectful, practical, and emotionally safe learning environments that support meaningful workplace reflection and healthier workforce culture development.

Rise Through Lived Experience — Real Tools, Real Healing

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## 15. Booking & Enquiries

For workshop enquiries, organisational partnerships, workforce development discussions, or commissioning conversations:

### **Fynix Project**

North West England & UK-Wide Delivery

Website:

[www.fynix.org.uk](http://www.fynix.org.uk)

### **General Enquiries**

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The programme can be adapted to support differing workforce environments, organisational priorities, team sizes, leadership structures, and sector-specific workforce development needs.

Fynix Project welcomes partnership discussions with:

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

Enquiries regarding:

- workshop delivery
- commissioning
- organisational partnerships
- workforce development
- sector adaptations
- multi-session programmes
- psychologically safe workforce training
- trauma-informed workplace development

...can be discussed directly with the Fynix Project team.

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# Final Closing Statement

Trauma-Informed Workplace Culture, Communication & Inclusion has been developed to support organisations in building healthier, safer, more psychologically informed workplace cultures through trauma-informed and evidence-informed workforce development.

The programme provides structured, practical, reflective, and professionally facilitated learning that supports communication, inclusion, emotional awareness, psychological safety, respectful workplace interaction, and healthier team culture across diverse workforce environments.

The workshop aims to strengthen workforce awareness, improve workplace relationships, support psychologically safer communication, increase inclusion awareness, and encourage reflective workplace practice while maintaining clear professional boundaries and emotionally contained delivery.

Delivered by Fynix Project.