



Safe Conversations™

The Practical Way to Increase Psychosocial Safety

Psychosocial Safety starts where policy stops. In the conversation.

Compliance tells people what to do. Capability teaches them how. Policies and risk frameworks are important - but sustainable psychosocial safety is built when leaders develop the skills that build trust, navigate conversations, manage conflict and lead people through change every day.

Ultimately, it comes down to the quality of the conversations people have with their leaders and colleagues.

People experience psychosocial safety when they can speak up, share ideas, ask questions, admit mistakes and raise concerns without negative consequences.

When leaders have the skills to create that environment, people feel it quickly - whether or not you have a strong compliance framework.

Why Capability Matters

Many psychosocial hazards don't appear suddenly. They build quietly through missed conversations, unclear expectations and declining trust.

Long before a complaint is raised, the signs are usually there: people stop speaking up, trust erodes and teams become disconnected.

The difference between identifying risk and preventing it is capability. Safe Conversations™ gives leaders the skills to respond early and create safer and more productive workplaces.



Turning
Compliance
into
Capability



Outcomes



Clarity Replaces
Ambiguity →



Curiosity and
Problem Solving →



Improved Agility
and Resilience →



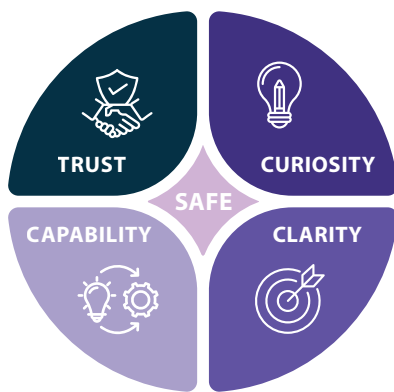
Increased Employee
Engagement →



Learning Objectives

- Recognise and respond to the workplace behaviours that often precede psychosocial risk
- Build leadership capability to navigate difficult conversations with confidence
- Create safer, more productive and more engaged teams through everyday conversations

Safe Conversations™



Trust → safety
 Curiosity → understanding
 Clarity → alignment
 Capability → performance

Who Should Attend →

- Executive Leaders with PCBU responsibilities
- Middle Managers
- WHS Practitioners
- Frontline Leaders
- Team Members

Silence is a Cultural Warning Sign

Compliance helps organisations identify psychosocial risks. Capability helps prevent them.

When people stop speaking up, issues rarely disappear, they go underground. Concerns remain unaddressed, misunderstandings grow, and small problems become larger ones.

Safe Conversations™ helps leaders recognise these moments early and create environments where people feel comfortable raising concerns, sharing ideas and working through challenges together.

When leaders have the capability and awareness to create cultures where people feel safe to speak up, they create a workplace where people can contribute and do their best work.

Outcomes

Leaders leave with practical skills they can apply immediately to build trust, create clarity and respond confidently to concerns before they escalate.

They learn how to encourage open dialogue, address conflict constructively, navigate difficult conversations and create environments where people feel safe to speak up and contribute.

Flexible Options to Meet Your Needs

In-person: In-depth learning, practice, action planning, and application.

Instructor-led course: One day

Virtual: In-depth learning, practice, action planning, and application.

Virtual Instructor-led Course: Three 2-hour sessions

Virtual: Internal Staff Overview: 1 hour overview of key concepts