



# Psychological Safety Is Not Built Through Awareness Alone

Practical workplace training in emotionally safe communication, relational skills and psychologically safe culture.

The Respond-Ability Lab  
Clinically grounded workplace training led by Yazz Saleh  
Psychotherapist, MNCPS (Acc.)



THE REALITY

# Most workplaces already have mental health awareness training

**UK sickness absence is now at its highest level in more than 15 years.**

Many organisations have invested in wellbeing initiatives, Mental Health First Aid training, awareness campaigns and employee support programmes.

Yet mental ill health remains the leading cause of long-term absence in UK workplaces.

**So why are stress-related absences, burnout and emotional exhaustion still rising?**

*Source: CIPD Health and Wellbeing at Work Report 2025*

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# Many employees still:

Many organisations have invested heavily in wellbeing initiatives, awareness campaigns and Mental Health First Aid training

Yet many employees still:

- avoid difficult conversations
- mask distress until crisis point
- fear judgement or pressure
- struggle to feel emotionally safe speaking honestly

By the time many people feel able to speak, the moment to respond early has already passed.

**Awareness alone does not automatically create relational safety**



THE REALITY



THE GAP

# Why Awareness Alone Is Not Enough

Most people care deeply. What they often lack is practical experience of emotionally difficult conversations.

## AWARENESS VS PRACTICE

- |   |   |
|---|---|
| <input type="radio"/> Recognising Distress        | <input type="radio"/> Staying emotionally present |
| <input type="radio"/> Understanding mental Health | <input type="radio"/> Reducing Pressure           |
| <input type="radio"/> Knowing the Signs           | <input type="radio"/> Supporting Safely           |
| <input type="radio"/> Reducing Stigma             | <input type="radio"/> Emotional Containment       |
| <input type="radio"/> Building Knowledge          | <input type="radio"/> Practical Application       |

# £51bn

## Per Year

# This Gap Has A Cost



THE COST

The cost of poor mental health to UK employers extends far beyond wellbeing.

It influences:

- Communication
- Leadership
- Psychological Safety
- Duty of Care
- Employee Retention
- Organisational Performance

**The effects are often seen in absence, presenteeism, turnover and productivity.**

*Cited: Deloitte 2024*



## NOT

- Scripted responses
- Awkward checklists
- Performative wellbeing
- Knowing what to look for

## INSTEAD

- Staying genuinely present
- Responding naturally and confidently
- Creating conversations people can trust
- Knowing what to do once distress appears

# The Missing Skill Set

Real human skills people can actually use with each other when things get difficult.

# The Conversations That Shape Culture



TIER 1 PROGRAMME

## Beyond awareness, relational skills in practice | Full day

A practical training day designed to help people navigate emotionally difficult conversations with greater confidence, presence and skill.

### MODULE 1

#### **The Space Between Policy and People**

Why awareness does not always translate into culture, communication or psychological safety.

### MODULE 2

#### **What a Safe Space Actually Is**

Understanding what helps people feel safer speaking openly and what unintentionally shuts conversations down.

### MODULE 3

#### **The 7 Things You Must Let Go Of**

The common habits that increase pressure, create distance or make people feel unheard.

### MODULE 4

#### **Practising Safe Space Conversations**

Learning how to stay present, reduce pressure and respond more effectively when someone is struggling.

### MODULE 5

#### **Experiential Learning and Scenario Practice**

Real-world exercises designed to move learning beyond theory and into practical application.

### MODULE 6

#### **Taking It Into Everyday Practice**

Applying the learning to leadership, teamwork, difficult conversations and everyday workplace interactions.



# 15 Years Listening To What People Don't Say At Work



WHY TRAL

For over 15 years, I have sat with people carrying conversations they never had. The concern they never raised. The stress they never mentioned. The burnout hidden behind professionalism and "I'm fine."

Across thousands of therapeutic conversations, I have listened to what happens when people do not feel safe enough to speak honestly, ask for help, disagree, set boundaries or admit they are struggling.

I have also seen what happens when somebody feels genuinely heard, understood and safe enough to say what is really going on. That experience sits at the heart of this programme.

TRAL was created to help organisations bridge the gap between awareness and the practical relational skills that help people speak earlier, listen better and navigate difficult conversations more effectively.

**Yazz Saleh | Psychotherapist | MNCPS (Acc.) | 15+ Years Clinical Experience**

# THE DIFFERENCE PEOPLE NOTICE



THE DIFFERENCE



**These are not soft outcomes. They show up in retention, absence figures, and in how people speak to each other.**



WORKING  
TOGETHER

# Every Organisation Is Different

Because every workplace, team and challenge is unique, every programme begins with a conversation. Before any training is recommended, I take time to understand your organisation, the challenges you're facing and what success would look like for your team.

## 1. Discovery Call

A conversation to understand your organisation and objectives.

## 2. Tailored Proposal

A recommended training approach based on your needs.

## 3. Training Delivery

Practical, engaging and clinically informed learning for your team.

### BOOK A DISCOVERY CALL

✉ [hello@therespondabilitylab.co.uk](mailto:hello@therespondabilitylab.co.uk)

🌐 [therespondabilitylab.co.uk](https://therespondabilitylab.co.uk)



Explore additional bespoke  
support services



# Bespoke Support Services



ADDITIONAL  
SUPPORT

**Additional services**  
available for organisations  
**seeking** more **tailored** or  
**ongoing support.**

## BESPOKE TRAINING

- Stakeholder conversations
- Team questionnaires
- Gap analysis
- Tailored programme design
- Organisation specific outcomes

## REFLECTIVE PRACTICE & SUPPORT GROUPS

- Mental Health First Aider support
- HR and wellbeing practitioner support
- Manager and leader reflection groups
- Challenging case discussions
- Confidential facilitated sessions

## CONSULTATION & ADVISORY SUPPORT

- Psychological safety reviews
- Communication challenges
- Team dynamics and culture
- Conflict and mediation support
- Leadership consultation



# Meet The Founder



ABOUT TRAL

Hi, I'm Yazz Saleh, founder of The Respond-Ability Lab and an accredited psychotherapist with over 15 years of clinical experience.

For more than a decade, my work has involved supporting people through some of life's most difficult conversations, emotional challenges and periods of distress.

Through TRAL, I bring that clinical experience into the workplace, helping organisations develop the communication, confidence and psychological safety needed when people are struggling, stressed or under pressure.

I also bring lived neurodivergent experience, helping bridge the gap between psychological theory and the realities people navigate every day.

**Yazz Saleh | Psychotherapist | MNCPS (Acc.) | 15+ Years Clinical Experience**