

SPEAKING UP FOR PROGRESS

*'Be a witness not a judge.
Focus on yourself, not on others.
Listen to your heart, not to the
crowd' - therandomvibez*



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MALALA YAUSOFZAI



SESSION OVERVIEW

'There's a moment when you have to choose whether to be silent or to stand up.' -
Malala

WHAT is it?

Here we explore what speaking up for progress is. We look at the whole picture.

HOW it works?

Here we explore the skills required to develop successful speaking up for progress.

HOW to use it?

Here we apply the skills of speaking up for progress.

LEARNING OBJECTIVES

- Identify the benefits of Speaking Up for Progress
- Comprehend the threats posed by keeping silent
- Apply the Speaking Up By Planning skills
- Apply the Speaking Up By Articulating skills
- Apply the Speaking Up By Staying Cool, Calm & Collected



WHAT is it?

Here we explore what speaking up for progress is. We look at the whole picture.



A large crowd of people is shown in a blurred background. In the foreground, a man with a shaved head, wearing a white cable-knit sweater and a black shoulder bag, stands looking off to the side. The overall scene suggests a public gathering or protest.

**"EVEN IF YOU ARE A MINORITY OF ONE,
THE TRUTH IS THE TRUTH."**

~MAHATMA GANDHI~

**Negative Consequences
Of Staying Silent
on an Idea!**

**When Is It
Better To
Remain Quiet?!**

**Why
Do Some Choose
To Remain Quiet?**

**Examples of Workplace
Situations When
People Remain Quiet**

Enlightened

Negative Consequences Of Staying Silent on an Idea!

- We slowly abdicate our power.
- We slowly choose not to lead.
- We slowly assume someone else has the answer.
- We think someone else has a better way to do something.
- We wait for it to happen to us.
- Nothing gets started.
- Nothing gets solved.
- It shows we lack the confidence.
- Worse, the cost affects the whole organization.
- It cannot act on what it doesn't know.
- It operates partially blind if we don't speak up.
- Holding back from speaking up serves no one.

46% don't believe any action will be taken

- 39%** fear being labeled overly emotional, weak, or petty
- 38%** remain silent because the offender is their manager
- 38%** fear retaliation
- 32%** don't trust HR
- 26%** fear losing their job
- 20%** have trouble describing the behaviors

**Why
Do Some Choose
To Remain Quiet?**

When is it Better to Remain Quiet?!

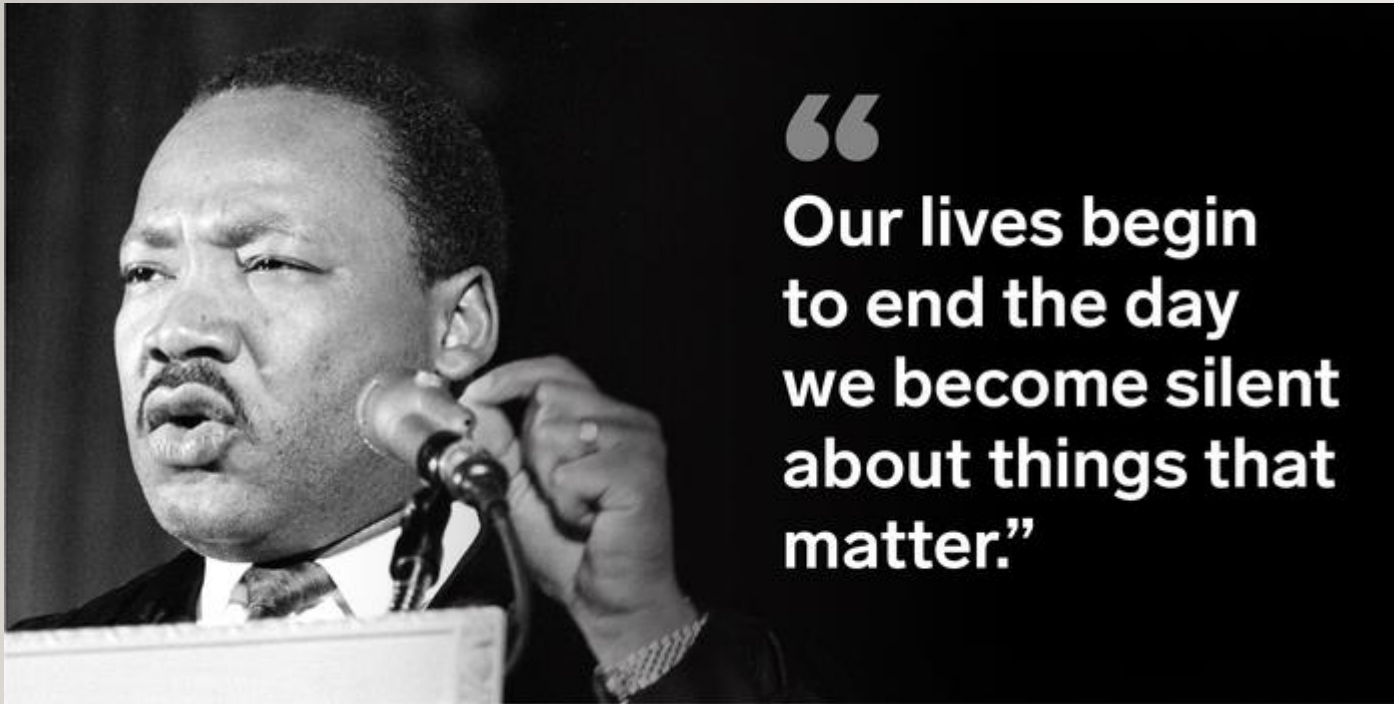
- When others are gossiping
- When others ask about your love life
- After a really obvious mistake
- When you are the expert
- If you know a secret that could work to your advantage
- If you have no idea what others are talking about
- During arguments
- When you wish to learn

Examples of Workplace Situations When People Remain Quiet

- When reprimanded in the open
- In meetings dominated by a few
- When the issue isn't clear enough
- When you are new to the team
- When you don't have enough details
- When you are overlooked or ignored

BENEFITS

Silence Is Deemed As Approval



“
Our lives begin
to end the day
we become silent
about things that
matter.”

People Are Not Mind Readers



“
Bold ideas and inventions
only emerge in an
environment where people
are free to speak up.

”
— Leena Patel

BENEFITS?

It Promotes Awareness

A single person with a clarity of conscience and a willingness to speak up can make a difference

KERNAN MANION MD
SPEAK UP ACADEMY



It Will Inspire Others

“Strong people stand up for themselves; stronger people stand up for others.”

~Suzy Kassem



BENEFITS

You May Not Be Alone

**SPEAK UP
FOR THOSE WHO
CANNOT
SPEAK
FOR THEMSELVES**

It Will Relieve You Of Stress

**IT IS MORE
POWERFUL TO
SPEAK UP THAN
TO SILENTLY
RESENT.**

backbonepower.com

ASSESSMENT

SPEAKING UP AGAINST WORKPLACE CULTURE CONCERNS

1. When talking to management about your concerns at work, it's best to be ____.

- Emotional
- Specific
- Vague
- Confusing

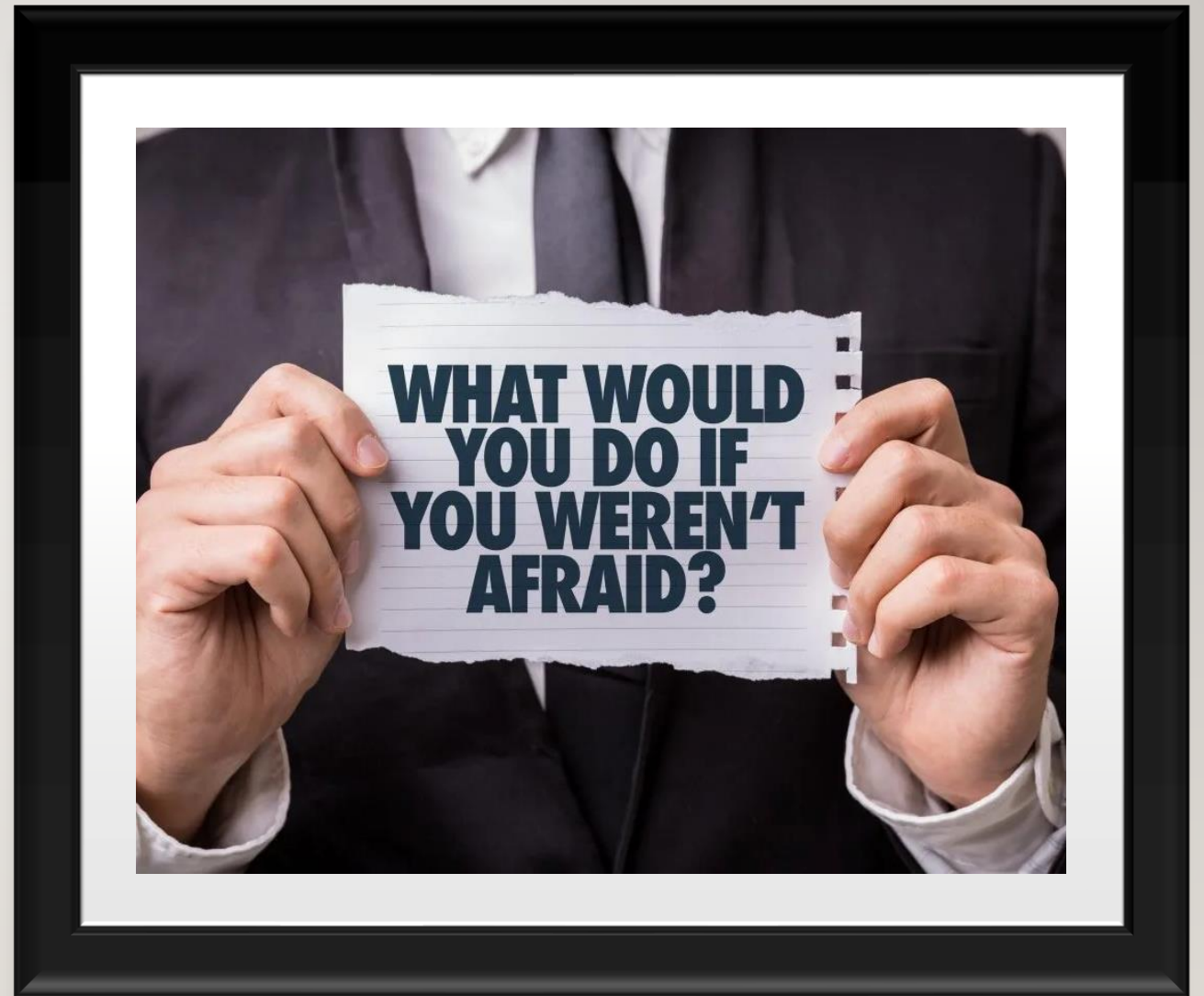
2. When preparing to take your concerns to leadership, what is an important step in the process?

- Offering potential solutions
- Speaking with emotion
- Delivering an ultimatum
- Talking informally

3. When is the best time to speak to a manager about workplace concerns?

- Six months after it happened
- When you're on the elevator
- During a regular staff meeting
- In a scheduled appointment

-
- If you had a critical situation that requires you to speak up, what would that situation be?



**WHAT CHANGE
DO YOU
WISH FOR ?**



FORMULA FOR SPEAKING UP FOR PROGRESS

3 KEY PRINCIPLES

1. PLANNING FOR SUCCESS

- Golden Rules & Etiquette
- Keep the conversation going
- Cultivate a winning frame of mind
- Build rapport and trust
- Prepare the topic, the aim and the reason
- Make the approach before speaking up
- Start with a one-on-one conversation
- Approach in a group setting

2. ARTICULATING YOUR IDEAS

- Articulating what you know or understand can make a difference
- Use the WHAT, WHAT and WHY formula to enhance a situation
- Give value-added feedback
- Suggest, recommend and give an opinion, solution or alternative

3. STAYING COOL, CALM & COLLECTED

- The key principles.





HOW it works?

Here we explore the skills required to develop successful speaking up for progress.

SPEAKING UP FOR PROGRESS

3 KEY PRINCIPLES

1. PLANNING FOR SUCCESS

- How to use the Golden Rules & Etiquette
- How to keep the conversation going?
- How to cultivate a winning frame of mind?
- How to build rapport and trust?
- How to prepare the topic, the aim and the reason?
- How to make the approach before speaking up?
- How to start with a one-on-one conversation?
- How to approach in a group setting?

2. ARTICULATING YOUR IDEAS

- How does articulating what you know or understand make a difference?
- How to use the what and why formula to enhance a situation? How to use the what, what and why formula to improve a situation?
- How to give value-added feedback?
- How to suggest, recommend and give an opinion?

3. STAYING COOL, CALM & COLLECTED

- Expect the best
- Be prepared to handle your emotions
- Everyone has a point of view

WHAT GREAT SPEAKERS DO?

Video 1: 2017 World Champion Public Speaking – Toastmasters International



Video 2

SO HOW?

SECRETS OF



BE FIRST

KNOW YOU

KNOW THEM

Show yourself Early

Show your Appreciation

Show your Charm

Show You Care



Names With Faces

Eye Contact

You've Got Support

They Know Your Style

You've Gain Control

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2. ENHANCING SELF-ESTEEM SKILLS



CRAVE Formula

- **C**ompliment something personal
- **R**ecognize an effort made
- **A**ppreciate when someone does something for you
- **V**alidate when a person gives a credible performance or presentation
- **E**ncourage when the going gets tough

Keep the Conversation
pleasant – C.R.A.V.E

3. SPIRIT OF COOPERATION SKILLS

- **What** - topic/issue/what was said
- **What** - you think ...
- **Why** - what you think or heard is good or better ...

Power Questions –
What, What Why/How

3. SPIRIT OF COOPERATION SKILLS

- **What** - topic/issue/what was said
- **What** - you think ...
- **Why** - what you think or heard is good or better ...

Articulate Well &
Provide Good Feedback

How Can We Use Speaking Up for Progress Skills

- Onboarding
- 1:1s
- Performance Management Conversations
- Leaders Listening Sessions
- Regular Touchpoints / Check-In with Your Team
- Stay Interviews
- Career Plans Conversations
- Next Step