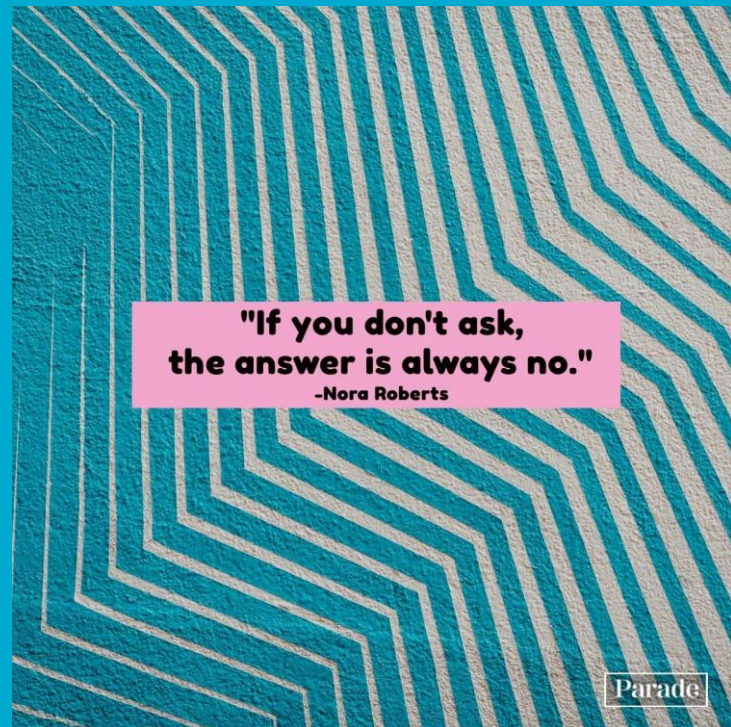

Speaking with Confidence

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What we'll cover

- 1. Overcoming barriers
 - 2. Managing your nerves
 - 3. Making your contribution
 - 4. Making it happen: your one commitment to action
-

When could you speak up?

- Interviews and meetings
- Asking a question, or for support
- Offering an idea or observation
- Giving or asking for feedback
- Raising a concern

Big or small, the principles are the same, from a Board meeting to a team huddle.



In one word, how do you usually feel about contributing in meetings, interviews or speaking in similar situations at work?



Why contributing with confidence matters

*“Anyone’s voice, at
anytime, can be
mission critical”*

*Amy Edmondson (2018). The Fearless
Organization.*



Speaking up with confidence matters because...

- **You** bring unique knowledge and experience
- **You** could be the one who makes the difference: for patient safety, for improvement, for your team, for you
- When you speak up, you are **valuing yourself and your voice**



you.

*Your perspective
may be the missing
piece of the jigsaw
that someone else
needs.*



What stops you speaking up?



Some common barriers

- Fear of saying the wrong thing
- Worry about being judged
- Fear of being ignored or criticised
- Feeling less experienced
- Being interrupted or talked over
- Overthinking before speaking
- Hierarchy or norms that discourage challenge and debate
- Culture differences
- Lack of inclusivity
- Negative experiences in the past



1. *Overcoming barriers*



Being prepared

- Make sure you know what to expect
- What information would help you beforehand?
- Prepare one thing to say: a question, update, observation or idea
- What can you ask of others to help you?
- Is there an ally in the room?



“I am most likely to speak up when...”



2. *Managing nerves*



Managing nerves

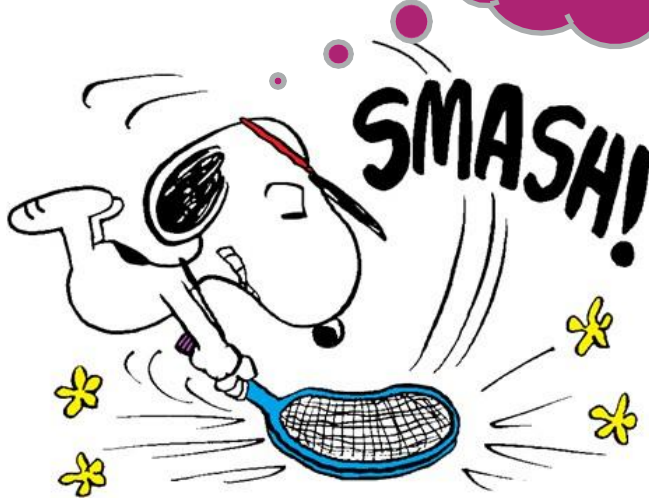
- Take a slow breath
- Try mindfulness techniques
- Release the adrenalin
- Pause before speaking
- Slow down your speech
- Focus on *what* you are saying
not *how* you are saying it
- Pause often
- Embrace silence



Silencing the internal critic

Self 1

You're
rubbish at
this



Self 2

You've
got this



Based on Timothy Gallwey

What do you find easier, speaking in virtual (MS Teams) or in person?

Speaking up in virtual meetings

Challenges

- Hard to judge when to speak
- Limited non-verbal cues
- Fast-moving discussions
- Discomfort with “raise hand”
- Feeling less visible and connected
- “Have I been noticed?”

What helps

- Use the chat to contribute
- Raise your hand early
- Note your point before speaking
- Know who is leading the meeting
- Turn your camera on if you can, and if you feel OK to
- Pauses feel longer online, allow time



Speaking up in person

Challenges

- Direct eye contact and visible reactions
- Anxiety speaking in front of a group
- Louder voices can dominate
- Room setup can make joining in harder

What helps

- Speak early to reduce anxiety
- Try smaller meetings first
- Build allies within the team
- Let someone know what helps you contribute
- Focus on what you want to say, not on what you think others are thinking



3. *Making your contribution*

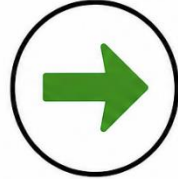


How to start

- Speak in the first 10 mins. It could be something trivial...
- When you want to contribute, have a rehearsed opening to help you.



Making your point: P-I-A

	POINT State your key message clearly.	
	INFORMATION Explain briefly using evidence, examples or observations.	
	ACTION Suggest a next step, recommendation or question.	



EXAMPLE 1: MAKING A SUGGESTION

P

Point

"I think there's a way we could improve."

I

Information

"I've noticed at handovers that key information can sometimes be missed, which can create extra work later."

A

Action

"Could we explore using a standard checklist to support consistency?"



EXAMPLE 2: ADDING ANOTHER PERSPECTIVE

P

Point

"I'd like to add another perspective."

I

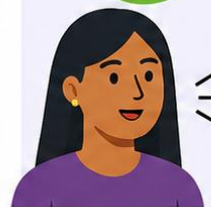
Information

"While the proposal could improve efficiency, some colleagues may need extra support during the transition."

A

Action

"Could we consider what support or training might be needed?"



Use P.I.A. to speak up with clarity, share your observations and suggest constructive next steps.



Afterwards...

- Find your ally in the room
- Ask for feedback
- Ask yourself what went well
- Keep a record to remind yourself what went well
- Consider how you could help someone else make *their* contribution



4.

Making it happen

One action I can take

	One situation where I would like to contribute more often	e.g. team meetings
	One approach that I will try	e.g. speaking up early, P-I-A .
	One confidence goal	e.g. be kind to myself (silence the internal critic) Be an ally for someone else

Take home points

- **Your voice matters:** you bring unique knowledge that could make the difference
 - **Everyone feels nervous:** pause, breathe and slow down; nerves show it matters to you
 - **Be kind to yourself:** quieten the inner critic and trust your judgement
 - **Prepare one thing:** a question, update or observation ready in advance
 - **Speak early:** use a rehearsed opener, then structure your point with P-I-A
 - **Find an ally, and be one:** help others feel safe to speak up too
 - **Commit to one action:** the more you contribute, the more your confidence grows
-

**Speaking up with confidence
matters because...**



you.

...have something to say

Thank you.

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