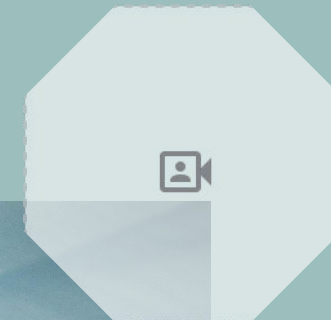
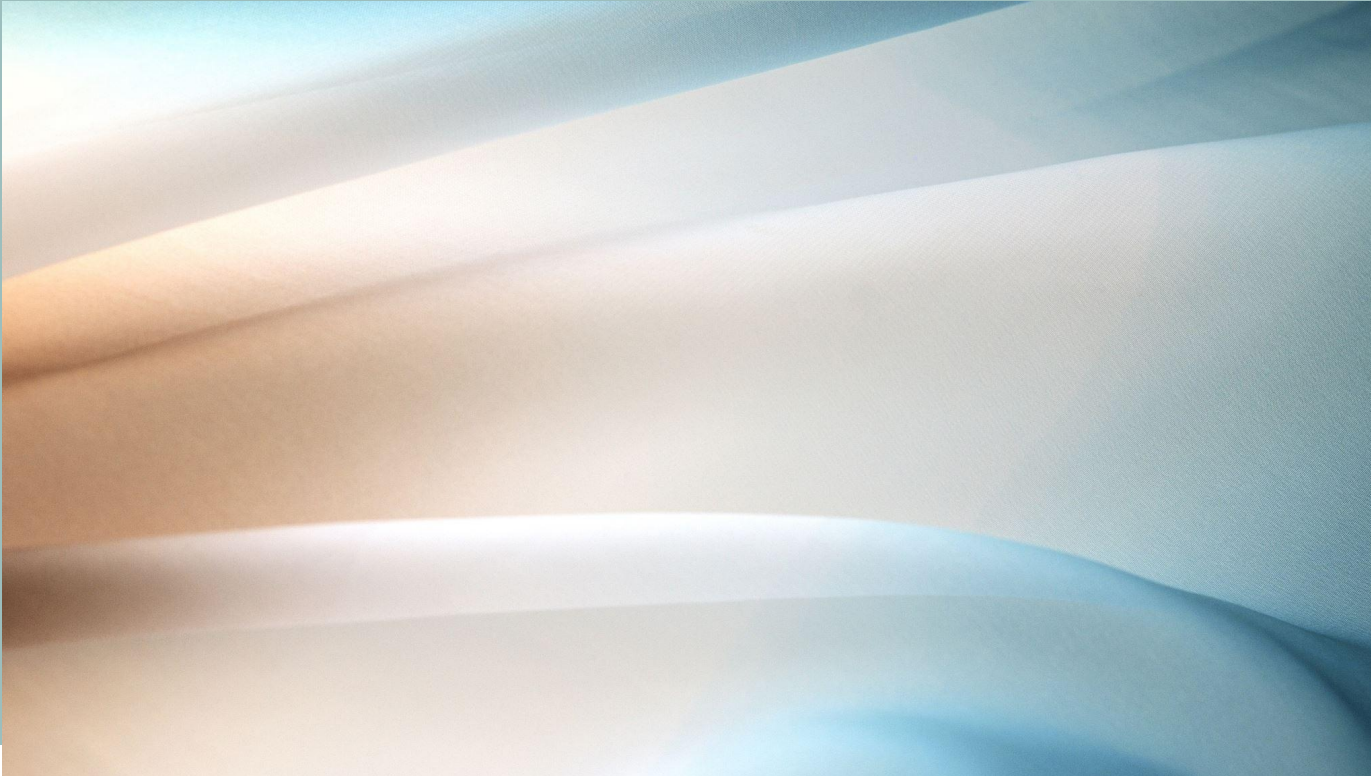


Finding YOUR VOICE



A mini-workshop based on Mary Gentile's *Giving Voice to Values*



Objectives

By the end of the presentation today, LWBAT

- **identify** their level of comfort with speaking up in different types of situations
- **practice** techniques to become more comfortable with speaking up
- **leverage** the power of their position, no matter where they are on the organizational chart





Think of a time when you were
*asked to do something that went
against your values*

and you **SPOKE UP** to resolve it.

- Did you feel satisfied?
- What made it easy to speak up?
- What made it hard to speak up?

Think of a time when you were
*asked to do something that went
against your values*

and you **DIDN'T SPEAK UP**
to resolve it.



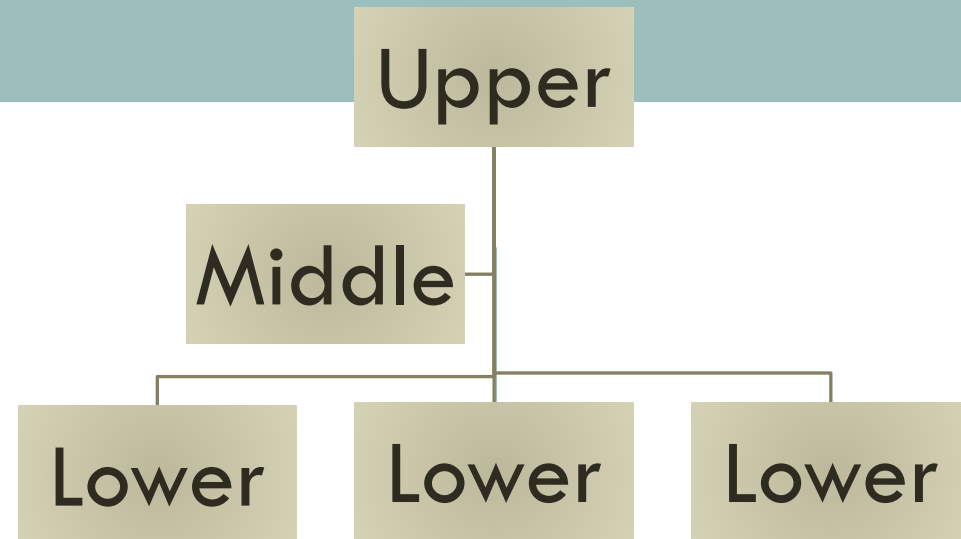
- Did you feel satisfied?
- What made it easy to stay silent?
- What made it hard to stay silent?

All of us
experience
moments where
it's hard to find
our voice



Sometimes it's because we feel like we don't have the power - or it's not our place - to speak up.

Believe it or not, people at all levels of the org chart can feel this way.





Upper

Middle

Lower-level employees think they lack the credibility or knowledge to speak up. “Who’s going to listen to ME?”

Lower

Lower

Lower



Upper

Middle

Mid-level employees may see what's wrong and know how to fix it, but they feel stuck in the middle, not new enough to ask the innocent question someone from the outside might get away with, and not senior enough to have any clout. "Better to come in and keep my nose down and do my eight hours, then go home."

Lower

Lower

Lower



Upper

Upper-level employees feel the heightened pressure that accompanies greater responsibility, not only for their organization's day-to-day functionality, but for the livelihood of their direct reports. "Do I really want to upset the apple cart?"

Middle

Lower

Lower

Lower

But we ALL
have SOME
power

Gentile calls it the
POWER OF YOUR POSITION

The trick is
**LEARNING HOW TO
LEVERAGE IT**



Upper

Middle

Lower

Lower

Lower

Lower-level employees, says Gentile, can make “small decisions that, if left unaddressed, could eventually snowball, resulting in greater consequences...” They have a unique vantage point to notice what others who are higher up can’t, so they can **speak-up with some authority about what’s really going on.**



Upper

Middle

Mid-level employees are in the unique position of being able to see what's happening with *both* lower-level and upper-level employees, so they can help connect the dots by speaking up to ask questions and start the conversation.

Lower

Lower

Lower



Upper

Upper-level employees may not learn about problems until they're full-blown, but they have access to resources and tools that lower- and mid-level employees don't. So, they can actually make the needed changes happen where others can't, and they **can speak up to get the process started.**

Middle

Lower

Lower

Lower

ACTIVITY 1

Your Position

1. On a piece of paper, draw a simple organizational chart for where you work.
2. Draw a star **WHERE YOU THINK YOU ARE** on the org chart.
3. Next to the org chart, write down **SOMETHING THAT'S AN ISSUE** you feel needs to be addressed.
4. Then, write a statement describing **HOW** you can leverage the **POWER OF YOUR POSITION** to do or say something about that issue.

Finding your Voice by Using the Power of Your Position

From FEELING POWERLESS...

If you're thinking, "But, I don't have much power in my position," **people at ALL levels in an organization can feel this way**, and it might look something like this:

Lower-level employees think they lack the credibility or knowledge to speak up. "Who's going to listen to ME?"

Upper-level employees feel the heightened pressure that accompanies greater responsibility, not only for their organization's day-to-day functionality, but for the livelihood of their direct reports. "Do I really want to upset the apple cart?"

Mid-level employees may see what's wrong and know how to fix it, but they feel stuck in the middle, not new enough to ask the innocent question someone from the outside might get away with, and not senior enough to have any clout. "Better to come in and keep my nose down and do my eight hours, then go home."

...to POWERFUL

If you're thinking there's never a "right time" to challenge the status quo, there may never be a "wrong time," either. **The trick is to leverage the power of your position.**

Lower-level employees, says Gentile, can make "small decisions that, if left unaddressed, could eventually snowball, resulting in greater consequences..." They have a unique vantage point to notice what others who are higher up can't, so they **can speak-up with some authority about what's really going on.**

Upper-level employees may not learn about problems until they're full-blown, but they have access to resources and tools that lower- and mid-level employees don't. So, they can actually make the needed changes happen where others can't, and they **can speak up to get the process started.**

Mid-level employees are in the unique position of being able to see what's happening with both lower-and upper-level employees, so they **can help connect the dots by speaking up to start the conversation and ask questions.**

Now that you
know **WHAT**
you want to
say

HOW will you say it

and **WHAT WILL YOU
SAY WHEN YOU GET
PUSHBACK?**

ACTIVITY 2

Pre-Scripting

1. On the BACK of the org chart you drew, and using the issue for which you want to speak up or take action, write down any potential PUSHBACK you might receive.
 - A. Identify WHO might push back
 - B. Identify WHAT they might say
2. Draw a line under what you wrote, then beneath the line, PRE-SCRIPT (write out) your responses to each PUSHBACK item.
3. PRACTICE saying each PRE-SCRIPTED response out loud, 3 times and practice it whenever you think of it prior to the actual conversation. Becoming more comfortable with saying the words you want to say will give you more confidence for the actual conversation.

Now that you
know how to find
and use your
voice,

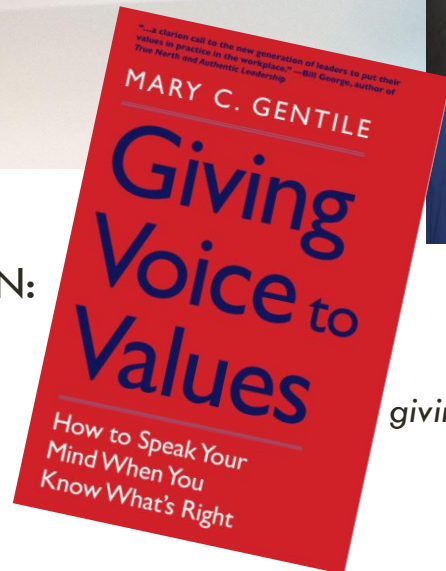
what will you say?





Thank you

For more INFORMATION:



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