

Speak Up, Be Heard

How to Show Up Powerfully and
Assertively at Work

with Melody Wilding, LMSW

Melody WILDING







Can you relate?



It's not you.

For all its benefits, being remote environment can amplify communication disparities.

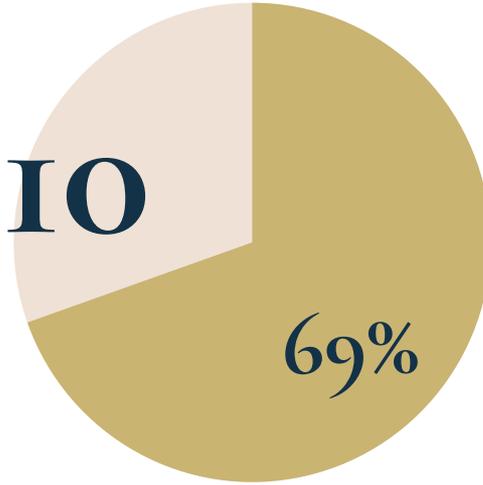




- Six hours of childcare and homeschooling a day
- Less access to informal networks and critical assignments
- Indirect, self-deprecating style

Sources: NY Times, HBR, BBC

7 in 10



women would rather
minimize their successes
than tell people about them.

Source: Self Promotion Gap



In order to succeed in today's work world,
you must speak up and get your voice heard.



Eleanor Tonkin • 3rd+

Customer Experience Owner (Head of People Transformation)...

We are lucky enough to have a “no apologies” rule. Work has come into your home not the other way around so we ask our people to try not to apologise for your home being your home. Don't say sorry when the cat walks across your keyboard, the dog barks, the kids come in for a cuddle. It's remarkably hard to do but the sentiment of the rule is awesome.

Today you'll discover how to...



Strengthen your written and spoken communication so you can show up as your best self



Today you'll discover how to...

#1

Strengthen your written and spoken communication so you can show up as your best self

#2

Advocate for yourself and talk about your accomplishments without bragging



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#3

Stop diminishing yourself so you can project confidence and authority



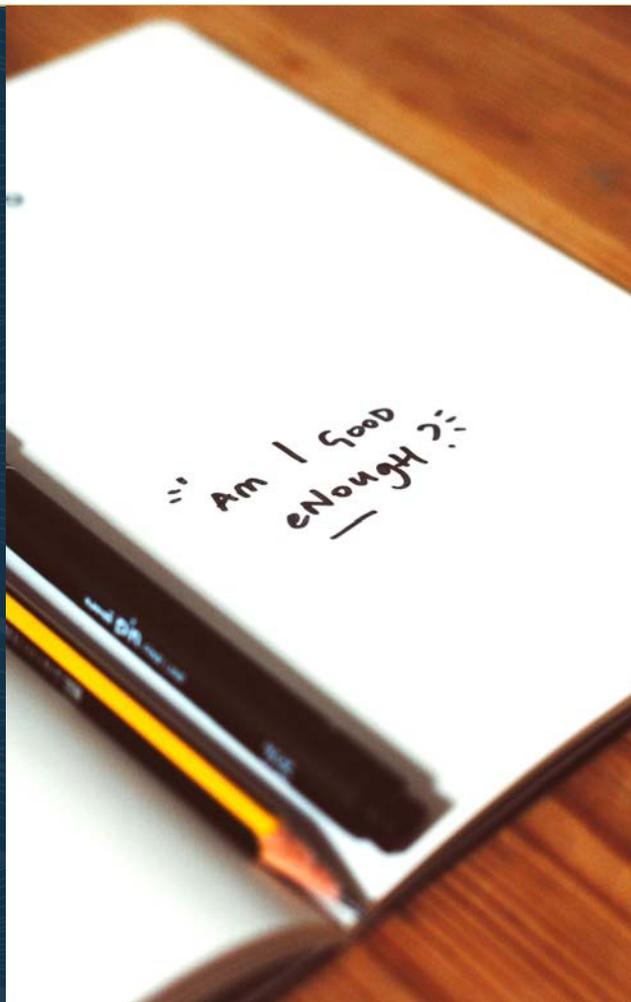
Workbook & Chat





Speaking up and using your voice...

What holds you back?





*We carry many fears
because...*

- We're conditioned to be likable
- Imposter syndrome holds us back

Sensitive Strivers®



High-achievers who
think and **feel**
everything more deeply.





Sound familiar?

#1

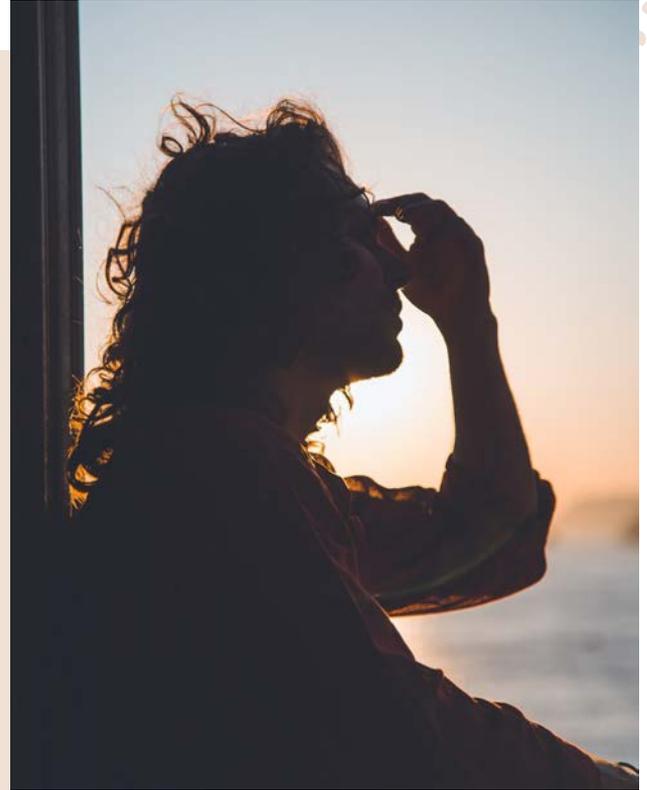
I experience emotions to a high level of depth and complexity.

#2

I consider myself to be driven and enjoy pushing myself to achieve goals.

#3

I'm kind, compassionate, and empathetic to others.





Sound familiar?

#4

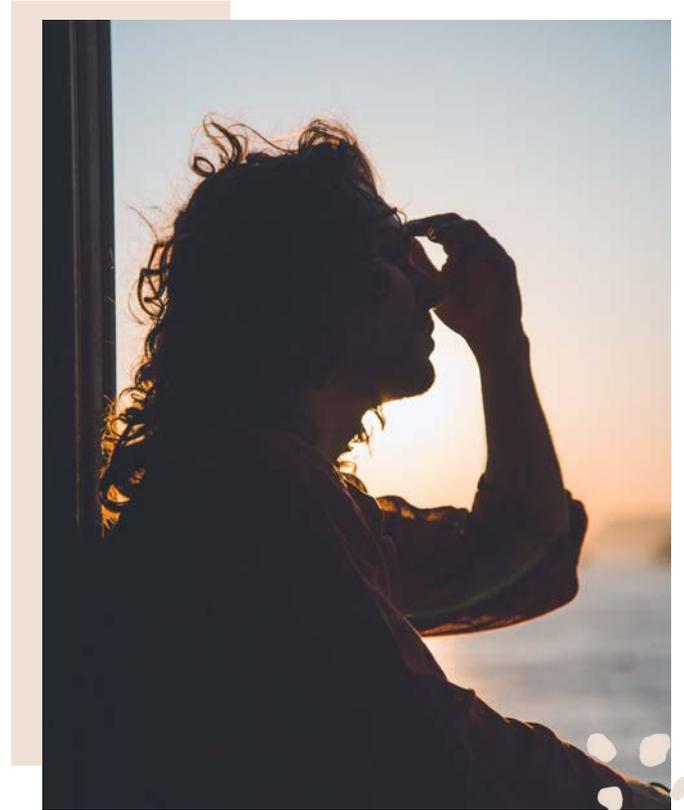
I have an inner critic that never takes a day off.

#5

I often put other people's needs ahead of my own.

#6

I judge myself harshly and tend to take criticism personally.



The benefits of speaking up

- Reduce stress and avoid burnout
- Gain confidence and self-esteem
- Earn visibility and influence
- Position yourself for better opportunities





You teach people
how to treat you





Speaking up and using your voice...

What would be possible?



IMPOSTER SYNDROME SOUNDS LIKE...

GIVING YOURSELF PERMISSION SOUNDS LIKE...

Who am I to do this?



Who am I not to do this?

I have no idea what I'm doing.



I'll go for it and see what happens.

I have to wait for the perfect timing.



I know I'll never be 100% ready, and have to act anyway.

I have to make sure it's okay before proceeding.



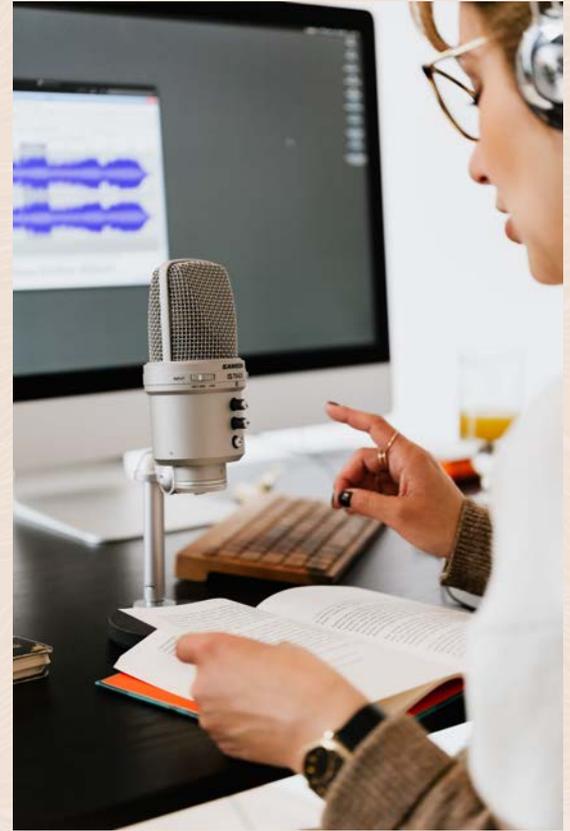
I'll move ahead with my plan unless otherwise specified.

I can't let people see me sweat.

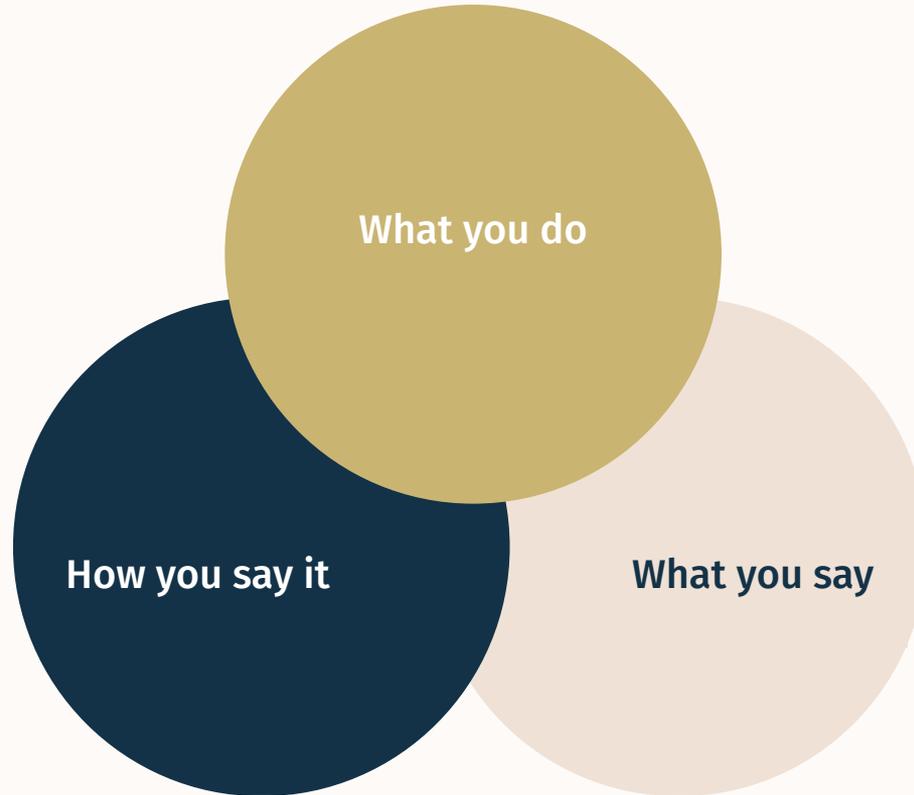


I won't know everything, so it's wise to ask for help when I need it.

9 Strategies
**To Speak
Powerfully
& Assertively**



The Communication Trifecta



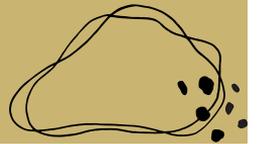
What you do





Build relationships with people in the “room”

Puts you at ease and helps you influence more effectively



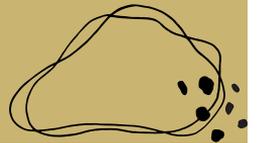


Build relationships with people in the “room”

Regularly meet for coffee chats

Uncover definitions of success and concerns

Frame in terms of WIIFM





Focus on the essentials

Fewer words strengthen your message; more words can detract from it





Focus on the essentials

Provide a re-read

Eliminate undermining language

Make emails scannable





Socialize your accomplishments

No one knows what you're doing unless you tell them



Socialize your accomplishments

Send a weekly email to your boss

Circulate a team update

Speak early and share stories

What you say





Judiciously use repetition

Humans remember the first
and last things that are shared.



Judiciously use repetition

“If you walk away with one thing, I want it to be _____.”

Flagging statements

PREP framework



Be ready if you're caught off guard

Responding off the cuff communicates command





Be ready if you're caught off guard

Bridging statements

Ask questions

Show why it's in their best interest





Don't acquiesce

Confront interruptions with grace and strength





Don't acquiesce

Circle back

Broken record technique

“Pass the baton” approach



How you say it





Avoid uptalk?

Studies link upward inflection to perceived lower status

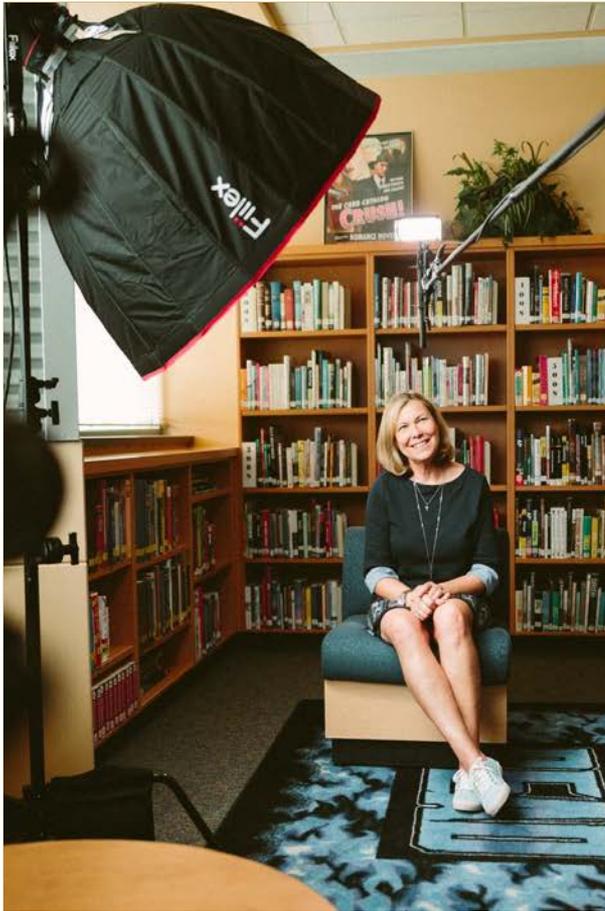


Avoid uptalk?

Go down at the end of your sentence

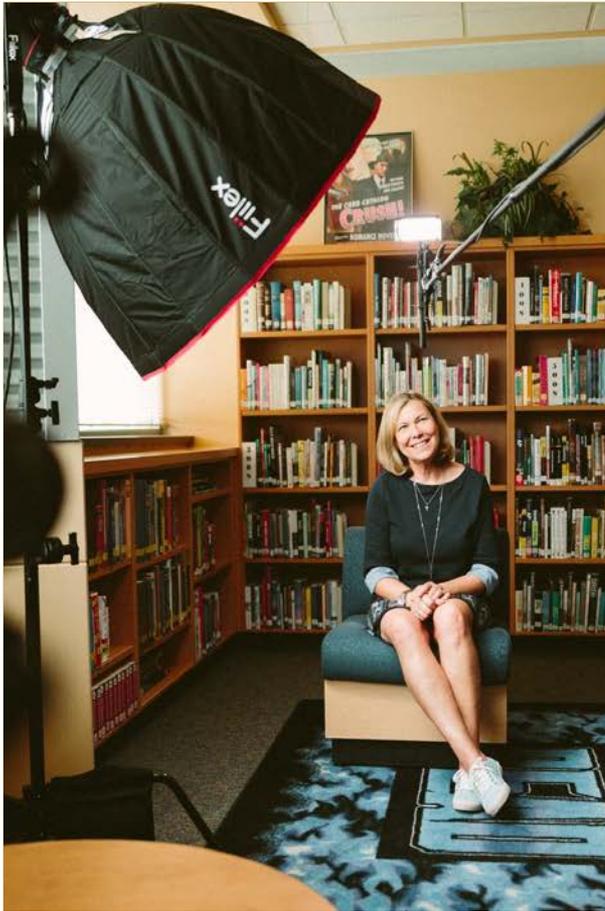
Ask a colleague or your boss to support you

If possible, take calls standing up



Project presence on camera

Create a personal brand that conveys professionalism and polish



Project presence on camera

Frame yourself correctly

Look at the lens, not screen

Get your lighting right



Embrace silence

Strategic pauses can encourage responses or stonewall aggression



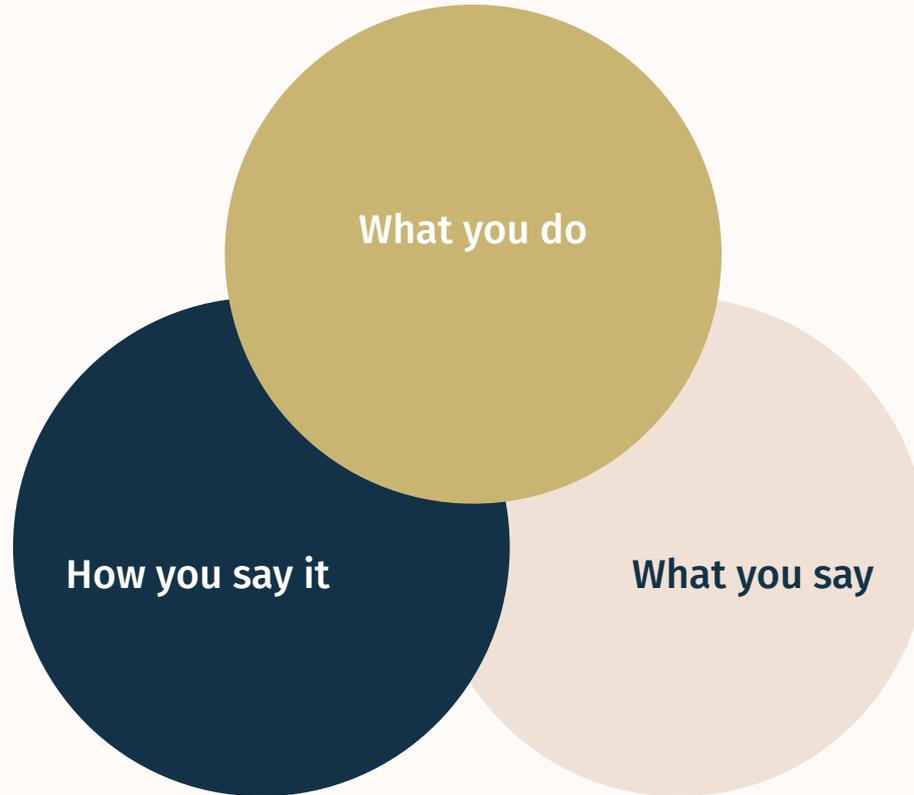
Embrace silence

Wait 3-5 seconds before responding

“It seems like you’re all digesting what I shared so I’ll give you a moment.”

Have FAQs in your back pocket

The Communication Trifecta



What you discovered



WHAT YOU DO

- Build relationships
- Focus on the essentials
- Socialize accomplishments



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#2

WHAT YOU SAY

- Judiciously use repetition
- Be ready if you're caught off guard
- Don't acquiesce



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- Judiciously use repetition
- Be ready if you're caught off guard
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#3

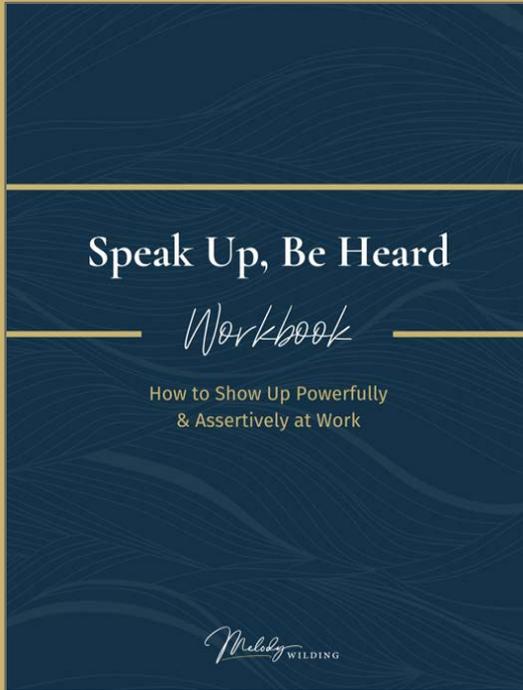
HOW YOU SAY IT

- Avoid uptalk
- Project presence on camera
- Embrace silence

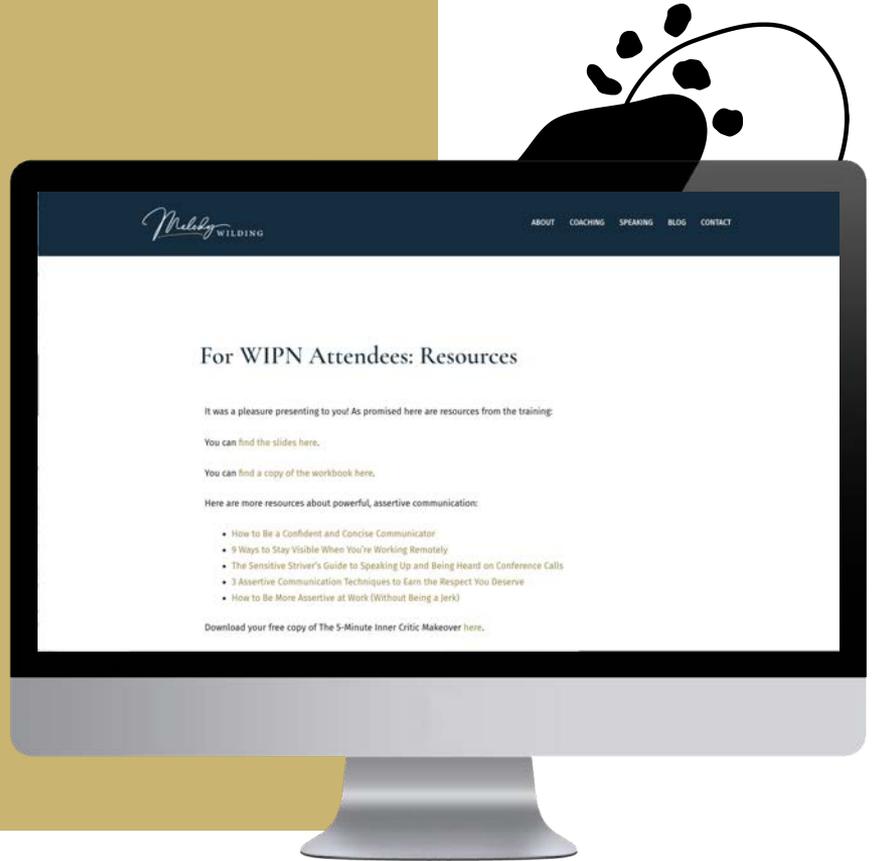




What is your biggest takeaway?



melodywilding.com/wipn



Thank you!

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