

Speak Up Shortcuts

HUMBLE BRAG

- **Send a monthly round-up of your and/or your team's key accomplishments.** Focus on numbers that quantify your achievements and social proof in the form of testimonials or other praise.
- **Add an "Accomplishments" section to your one-on-one agenda with your manager.** And if you're a leader, start team meetings by having everyone share one win from the past week.
- **Create a brain trust.** Follow up with a mentor to let them know how you implemented their advice, or find a work friend who can toot your horn and who you can help shine in return.
- **Showcase your expertise.** Offer to host a lunch-and-learn for other staff members or train a new team member.

CONTRIBUTE IN MEETINGS

- **Arrive early.** Use the extra time to build rapport and warm up by making low-key conversation.
- **Speak up within the first ten minutes.** Once you contribute one thought or idea, you'll feel more relaxed and positive.
- **Use the PREP framework.** Make a *point* succinctly, back it up with a *reason*, provide *evidence*, and end by reiterating your *point*.
- **Ask questions that spark further discussions.** For example, you could say, *What's a reasonable timeline? How would we like to approach this?*

SAY NO, KINDLY

- **Put space between the request and your acceptance.** Before committing, say, *I have to think about it*, *Let me check my calendar*, or *Let's first talk about how we might make that work*.
- **Offer an alternative.** If a deadline is unreasonable, say, *I'm happy to do this. Realistically, here's what I can do in this time frame*, or *Here are the resources I'll need to make this happen*.
- **Replace apology with gratitude.** *I'm sorry I can't do that* becomes *Thank you for thinking of me*.

- **Explain how someone can hire or pay you.** Try, *My work schedule is packed and lunch/coffee isn't possible, but I could see us working together on this or I'd love to work together and help you solve this problem. Let's discuss a package that makes sense.*

ASK FOR A RAISE OR PROMOTION

- **Plant the seed.** Mention your goal to your manager early on by saying, *While my first priority is to excel in my current role, my long-term goal is to advance and I'd like your support to set myself up for success.*
- **Anticipate needs and proactively problem solve.** Know what your manager's key priorities are. Seek out stretch assignments where you can make an impact.
- **Showcase your past accomplishments *and* your future plans.** Your manager wants to know how paying you more or promoting you will result in ROI (return on investment) for the company.
- **Be prepared to hear no.** Rejection isn't the end of a negotiation. Find out what goals you need to hit to earn a salary adjustment.

RECEIVE FEEDBACK GRACEFULLY

- **Don't immediately strategize a defense.** Even if your initial response is hurt or anger, take a deep breath, thank the person for their input, and ask for specific examples.
- **Come prepared with questions of your own.** *What is working well?* and *What two suggestions do you have for what I should try next time?* are my favorites.
- **Request time to process the feedback.** In the moment when you get tough feedback, you can say, *I appreciate hearing your concerns. I'd like to collect my thoughts so that I can give you the best response possible. Can we loop back next week?*
- **Make sense of it.** Break feedback into three buckets: 1. What they *said* (exact words, without adding interpretation), 2. What's *wrong* with the feedback (to vent your frustrations), and 3. What might be *right* with it (so you don't lose the value of what they're saying).