

MAKE YOURSELF HEARD



4 Ways to
Start Today

#1

·When speaking assertively, acknowledge others' ideas and back up your own with facts rather than emotions. If you don't get the answer you were hoping for, ask for feedback rather than going on the defensive. When having a conversation that includes performance critique, do it privately, ask questions, and assume everyone is doing their best.

#2

·When speaking up against toxic behavior, do so right away and be direct. Rather than putting the other person on the defensive, assume their comment was sarcastic and identify it as such, let them know that you're uncomfortable, or walk away from the conversation, offering to return once you can be heard.

#3

·When presenting or pitching, know your audience, speak to their top concerns, and offer actionable solutions. Find your own preferred way of presenting tough information: the good news first to soften the blow or the bad news first to rally the troops. Welcome suggestions from your audience; even if you're an expert, they may present ideas you hadn't previously considered.

#4

·Having a difficult conversation is often more about listening than speaking. Pay attention to what the other person is saying, ask questions without judgement, be direct, and expect the talk to go well. Expecting a positive outcome may make you less likely to postpone having the conversation.

READY FOR MORE?

Explore 1-on-1 coaching, design a workshop for your group, or book Jessica to speak at your next event.

