

Hey there! Thank you for participating in our “Speak-Up Culture” session. We hope you enjoyed it and feel inspired to bring a speak-up culture to life for your team and beyond. We created this document to support you to do just that.

Keep making it safe and worth it for others to speak up,






-Shed.

For more information go to

 Chapter 1

What is a Speak-Up Culture?

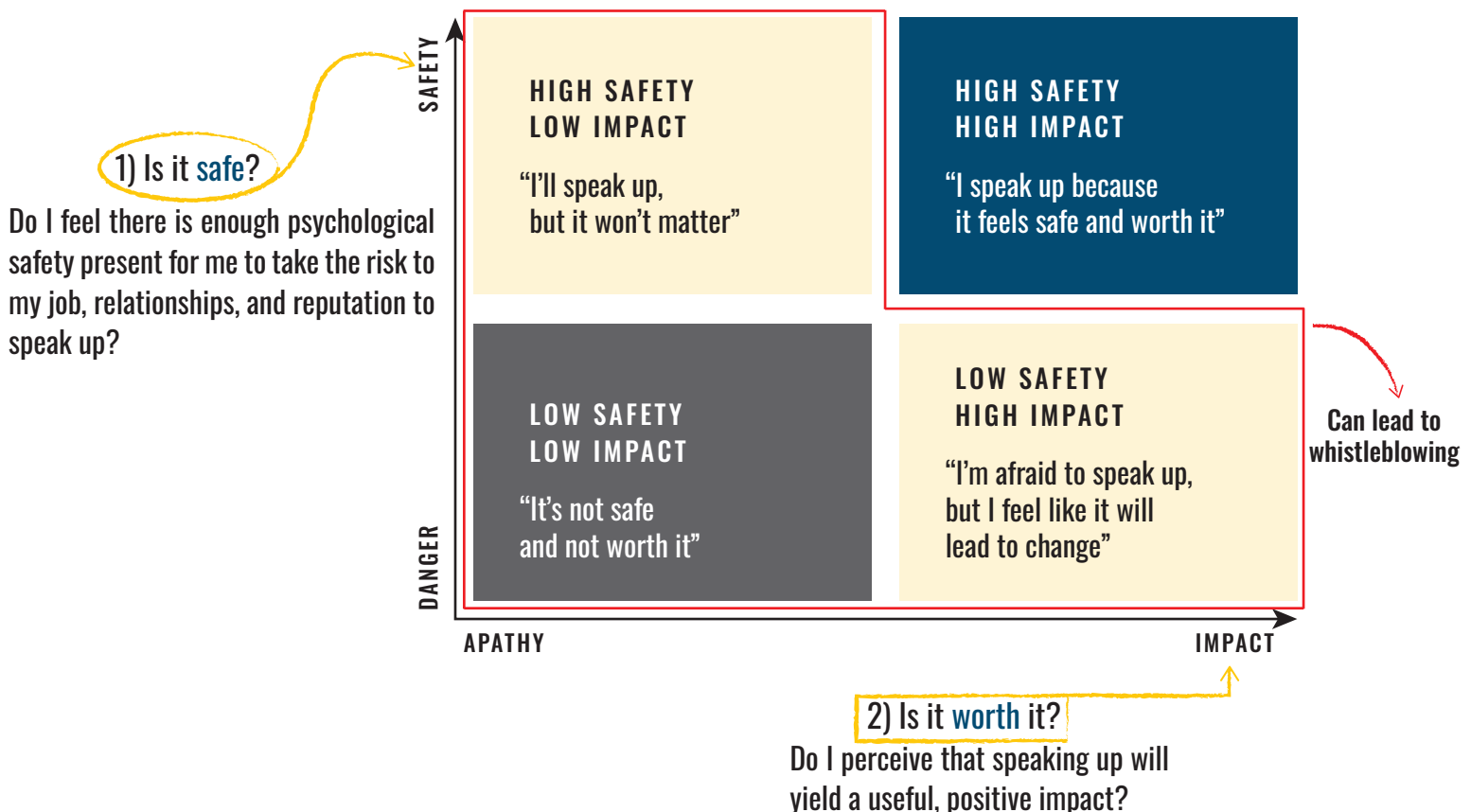
A speak-up culture is an environment in which people feel that it is both safe and worth it to share:

-  **Ideas (even if half-baked)**
-  **Feedback (to help one another grow)**
-  **Concerns (even if unpopular and/or personal)**
-  **Disagreements (especially with senior leaders)**
-  **Mistakes (believing it will lead to improvements, not punishments)**

Making it safe and worth it for people to speak up should be the standard of leadership.

 Chapter 3

Before someone chooses to speak up, they consciously or unconsciously ask themselves two questions:



When you are a leader, your whisper is a shout and tiptoes are stomps.

The strength of a culture is determined by the clarity of its values and the degree to which those values are behaved. And, the more influence one has the bigger their impact. This forms **The Culture Equation**:

Culture is in **how things get done** and **how we treat one another**.

This is our capacity to have an **effect on other people's behaviors**. Be it by seniority, authority, tenure, or relationships, the more influence one has, the **bigger the impact on the culture**.

$$\text{Culture} = (\text{Values} \times \text{Behaviors}) \text{ Influence}$$

Take deeper dive into
The Culture Equation here



These are the **core principles we believe** that define how we should behave and treat one another. Values should be **clear, understood and then behaved** by people in the organization. They are best defined as **action phrases**.

These are the **actions we take and decisions we make**. Be it small or big, active or passive, everything we do and every interaction we have has an effect on the culture.

The two components of a speak-up culture: Encourage & Reward

To create a speak-up culture leaders need to **encourage people to speak up and reward them when they do**. The way you interact with those in your span of care **will ripple in all directions**. Be aware of your influence and strive to make it safe and worth it for the people around you to speak up.



Finally, here are some key behaviors to bring a speak-up culture to life.

- **Encourage** people to share their ideas, feedback, concerns, disagreements, and mistakes.
- **Reward** them when they do. In doing so, you'll make it safe and worth it for people to speak up.
- **Enact you values**. Remember The Culture Equation. The purpose of your values is to live them.
- **Recognize and reward** people when they live into the values. **Offer feedback and coaching** to those who don't.
- **Mind your influence**. As a leader, your whisper is a shout and tiptoes are stomps.