Speaking up and listening up: Open dialogue in the training relationship

Professor Megan Reitz
Speaking Up and Listening Up........
Wisdom to listen up  
(How do we silence others?)

Courage to speak  
(How do we silence ourselves?)

POWER
What affects speaking up and listening up?

Trust
Risk
Understanding
Titles
How-to
What affects speaking up?

T rust
R isk
U nderstanding
T itles
H ow-to
Speaking up in your experience

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<th>Junior</th>
<th>Middle</th>
<th>Senior</th>
<th>You</th>
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<td>Malpractice</td>
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<tr>
<td>Challenge ways of working</td>
<td>30%</td>
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<td>73%</td>
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Speak-Up Traps

Spot the imposter voice
We doubt ourselves

We question assumptions

We abdicate

We talk to ourselves
See the others pov

What stops you or helps you to speak up?

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What affects listening up?

- Trust
- Risk
- Understanding
- Titles
- How-to

## Listening up in your experience

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<th>Always – usually</th>
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Listen-Up Traps

We forget how scary we are

Empathise with others

What stops you or helps you to listen up?


We send ‘shut up’
not ‘speak up’ signals

Question the ‘list’

Know your face….
When you need to speak up and listen up....mindfully

- Spot the imposter voice
- Question assumptions
- See the others pov
- Empathise with others
- Question the ‘list’
- Know your face....

Mindfully speaking up and listening up:

- In-the-moment mindfulness vs. autopilot
- Responsiveness vs. reactivity

Summary

• Speaking up and listening up are personal and organisational imperatives

• Speaking up is *relational* – listening and inviting others to speak up is a blind spot and we’re probably not as good as we think we are

• Changing habits of conversation personally, let alone organisationally, is no mean feat

• Training the mind to respond rather than react is one intervention that shows promise