

Our People | A Coffee Shop Story: How Speaking Up
Impacts You



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This Article to:

We're back with our Coffee Shop Story series! Let's check it out!

Have you ever been asked to speak up and you felt uncomfortable? What is the importance of speaking up? And what is the right way to speak-up?

We have had discussions with several people in the company and more than 50% have said that they did not speak up because of fear.

Speaking up at work seems simple in concept, but what about the reality of it?

To talk about this, we once again held A Coffee Shop Story series, our HR team's 1-hour interactive webinar where we conducted a story telling session to get the full experience about speaking up and discussing case studies.

For this session, we invited **Wiwik Wahyuni** (HR Director), **Yongky Sentosa** (Head of Sales Network), **Mega Amelia** (Process Jr. Specialist), and **Devin Kusbiantoputra** (IT Development Asst. Manager) as our guest speakers, hosted by **Noach Tobing** (Head of Strategic Learning Partner & EE).

So, let's check out the main topics of this session!

1. What makes people hesitate to speak up?

In an uncomfortable situation, commonly people are afraid to speak up because they're afraid of being wrong, so that makes it difficult and chooses to stay silent. Maybe they're worried it could put their reputation, or even worse, their job at risk. Perhaps they've convinced themselves they don't have any insights that are worth sharing and also because they feel they are lacking on how to communicate properly.

2. But, why does speaking-up matter?

How you express your opinions at work is a direct reflection upon how people experience who you are and what you represent as a team member, department leader and as an individual. This can bring benefits to you, such as unexpected opportunities, accelerating your career, gaining common respect and also it can strengthen your influence. And don't forget, your voice defines the value you bring to the organization which can also affect organizational performance.

3. What do you need to pay attention to when you speak-up?

a. Know your "why"

You should always do the necessary homework before voicing your own opinions. You should be aware of:

- What you're sharing
- Why it matters

Gather more information and clarity to increase your own opinions' validity. This will help people to get what result you're aiming for and the most important thing is, you can consider the consequences of the action you will take.

b. Choose your medium & timing

What mediums do you think can increase your impact when speaking up? Was it 1-on-1 with your manager, or directly in the meeting? Choose your medium, pick the right time and arrange how you convey information.

c. Don't get defensive

When we're presented with alternative opinions, we question them. It's human nature. This isn't a personal attack by your colleagues or your manager. Instead, it's their attempt to get more clarity on your thought process and your suggestion. So, don't get defensive in the face of thoughtful questions. Answer them and engage in a constructive conversation about the idea that you put forward.

Key takeaways:

Silence means nothing. Weigh the pros and cons of speaking up or not. What are the consequences for yourself, your peers, your managers, and the impact it may have on the company? If doing it for the organization seems vague, at least do it for yourself. Here's the power of 3 that you can use for speaking-up:

1. Think before you act
2. Gather the facts
3. Ask yourself, "What is the underlying problem that I want to solve? Why is it important for me? What result am I aiming for?"

And that concludes the topic of our Coffee Shop Story Series this time. Stay tuned for more insightful topics that we can share over a cup of coffee!

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