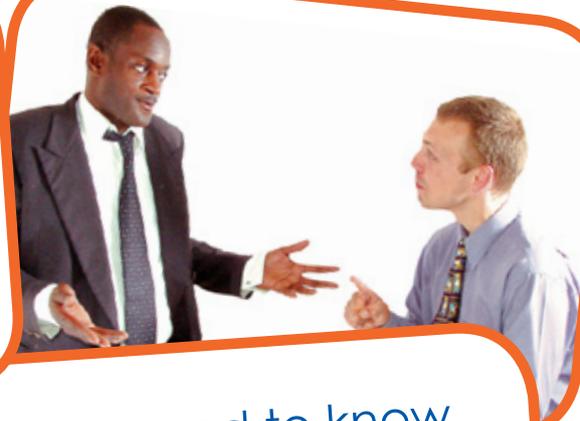




steps to speaking up

Step 4 - Speaking Up

“you shouldn't get angry, it will make things worse and people won't listen to you” - Reach member



“you need to know what you're talking about, then you can speak up” - Reach member



“when you ask a question you want to get an answer, it's just manners” - Reach member



Step 4 - Speaking: Feelings About Speaking Up



Speaking up in meetings is very important but it can be difficult.



It can be scary speaking up in front of lots of people.



You will feel better if you and your supporter have planned how you will work together.



You will feel better if you have already worked on what you are going to say. It might help to have questions and notes written down before the meeting.

Step 4 - Speaking Up: Ways of Working



All meetings should have rules and ways of working which you should try to follow.



Reach members have agreed on some rules for meetings to make sure everyone gets a chance to speak up.



These rules can be used for lots of different types of meetings.



People should wait for their turn to speak.

If everybody talks at once people will not be able to hear, understand or have a fair chance to speak up.

Step 4 - Speaking Up: Ways of Working



Everyone should listen when other people are speaking.



Everyone should give other people time to talk and finish what they are saying.



Everyone at meetings should respect what other people say.



Everyone should focus on what the meeting is about.

Step 4 - Speaking Up: Ways of Working



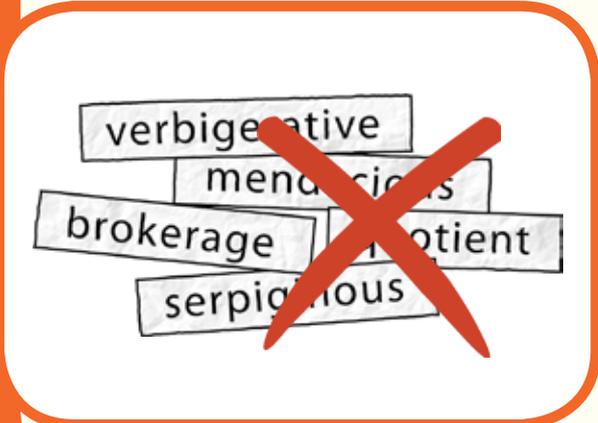
Reach members talked about how meetings should work.



One Reach member said “people should treat others how they want to be treated. With respect.”



Another Reach member said people at meetings should be “polite, calm and kind.”



Another Reach member said “people need to talk slowly and clearly and use everyday words, not jargon.”

Step 4 - Speaking Up: Building Your Skills



Reach members talked about the skills people need to speak up.



One Reach member said “you need to speak to people face to face, look at people when you talk.”



Another Reach member said “you need be confident to speak up. You can practice what you want to say before the meeting.”



Another Reach member said “you should speak properly, not mumbling under your breath. And be a good listener.”

Step 4 - Speaking Up: Asking Questions, Getting Answers



If you are going to a meeting to ask questions you need to make sure you get good answers.



Your questions should be clear and straightforward and about the main issues you want to raise.



Your questions should be focused on what the meeting is about.



One Reach member said “you should always be polite, ask questions politely to people.”

Step 4 - Speaking Up: Asking Questions, Getting Answers



After asking a question you need to listen carefully to the answer.



You may not always get the answer you were hoping for or the answer might not be very clear.



If this happens you can ask people to explain things in a clearer way so you can understand.



You can ask people for more information or ask another question.

Step 4 - Speaking Up: If the Meeting is Not Working



Sometimes things that happen in meetings can make you feel angry or upset.



This might be because of the things people are saying or the way the meeting is being run.



This might be because you are not getting the answers you want or feel you are not being listened to.



Before the meeting starts you and your supporter should work out how you want to be supported if things are not working.

Step 4 - Speaking Up: If the Meeting is Not Working



Reach members talked about what happens when people get angry or upset at meetings.



One Reach member said “if you get angry you can go outside and come back when you’ve calmed down. You shouldn’t lose your temper.”



Another Reach member said “don’t swear at people, try to be nice.”



Another Reach member said “I got upset at a meeting and asked my supporter to finish my presentation for me. We’d practiced it together before.”

Step 4 - Speaking Up: Speaking Up Again and Again



Problems might not be sorted out by just one meeting.

Sometimes you have to keep speaking up to get things done.



You might have to go to lots of different meetings and speak up to lots of different people about the same issues.



The more you speak up about something, the more other people will know about your ideas and experiences.



The more you speak up, the more confident you will feel about speaking up for yourself and for other people.