

BEING HEARD

When you are working in a busy workplace you need to be heard. Not just by other staff but by customers too.

1 Some of us are confident and can make our voice heard, others of us are not so. It can depend on whether you are:

Introvert	Extrovert
<ul style="list-style-type: none"> • Gets their energy from spending time on their own • Often quiet and reflective • Enjoys their own company • Enjoys thinking • More reserved and less impulsive 	<ul style="list-style-type: none"> • Gets their energy from spending time with others • Often outward and social • Enjoys other people's company • Enjoys communicating and doing • Often up for "having a go"
<p>In reality most people are a mixture between these two extremes</p>	

2 The great thing is that whether you are an introvert or an extrovert there are ways in which you can get good at being heard at work.

What do you think would work for you?



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Remember too that in some jobs like a busy café or factory floor you need to raise your voice to be heard!

3 FINDING YOUR VOICE

A good boss should want to hear from you as to how the work is going, what you think, how you are feeling. Think about how you can make your voice heard – sometimes it's easier to write a note, e-mail, or text.



4 A LOT OF THIS COMES DOWN TO HAVING CONFIDENCE



CONFIDENCE COMES THROUGH

- ✓ Practice
- ✓ Experience
- ✓ Feedback
- ✓ A taste of success
- ✓ When we feel we are being listened to
- ✓ Making mistakes (and learning from them!)

Here's a helpful article on getting confident in speaking.

Search for

“National careers service confident speaking”

