



Member Forum

Speak Up and Fostering the Right Culture -

Summary



Dear Member

Our Member Forum last week produced some very insightful nuggets of information to take away and digest, on the subject of psychological safety, 'speak up' and how to foster the right culture in your organisation.

Firstly, **Victoria Lewis** from byrne.dean took us through an extremely thought provoking presentation around creating a kinder, fairer workplace by understanding that individuals have different perceptions and tolerance levels. It is clear that with so many people now working remotely, some working teams are becoming disparate and it is important to be sensitive to levels of acceptability. Victoria referenced 'The Cycle' (see attached slides for more on this) and how we should think 'impact' rather than 'intent' when communicating. She stressed how one's approachability is decided by other people, not by oneself. We all have our 'shadow of influence' over others, and it is also important to remember that when talking about drawing the line, there is no 'one line' as people think differently. The zoom poll produced some interesting results on how people feel in certain situations and that whilst some people find certain behaviours acceptable in others, others clearly don't.

The team from Simmons & Simmons LLP - **Cathryn Bean, Fiona Bolton and Charles Mayo**, then took us through the second half of the session.

Fiona talked about whistleblowing polices vis a vis the **FCA 5 Conduct Questions Report** (see link below). Fiona provided us with some useful tips and emphasised how there are ways of dealing with situations which may prevent whistleblowing scenarios coming about ie early debating, feedback, challenging rather than letting things build up. She stressed the importance of responding and being seen to respond. Mentoring and discussion groups are useful to keep confidence and communication flowing. Ultimately people need to feel comfortable and confident about speaking

up and know that if they do, they will be listened to. Cathryn then discussed the findings of the survey **Protect Silence in the City 2** (see link below) which clearly showed where more needs to be done. There were some very human lessons to be learned here, especially when it comes to feeling listened to and supported. One third of the respondents from the survey reported being ignored! Firms clearly need to live up to their promises to employees. Charles added some wise words from the Governance perspective and the words ‘watch out for wilful blindness’ particularly resonated.

If you would like to learn more about the NED Insight on Speak Up and wider governance issues please contact the Simmons & Simmons team on:

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- **Protect Silence in the City 2** - <https://protect-advice.org.uk/silence-in-the-city-2/>
- **FCA 5 Conduct Questions – Industry Feedback 2019/20:**
<https://www.fca.org.uk/publication/market-studies/5-conduct-questions-industry-feedback-2019-20.pdf>

Recordings of these sessions are available upon request from sambailey@cityhr.co.uk

Finally, don't forget our weekly Tuesday webinar. Our next one is 29th September. To receive the link please email sambailey@cityhr.co.uk.

Kind regards

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