Improving your speak-up culture

by Steven Priest

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To improve an organization's speak-up culture, it's best to understand its specific impediments, as described in my previous five columns in this series. However, even if you don't do an assessment, here are some practices proven to drive up speak-up scores.

Train managers in soft skills

Too many organizations blow their entire compliance training budget on web-based training modules that address specific compliance risks. The far bigger risk — and opportunity — is bad managers. Managers who don't know how to communicate on issues like integrity. Managers who don't know how to listen or give good feedback or constructive criticism. Or how not to shoot messengers. These skills can be taught. Compliance doesn't have to own this training. Be a champion. Lend HR your support, and even better, some budget.

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