

How to make sure everyone in your team has a voice that is heard

Create a safe and inclusive environment

Establish psychological safety: Encourage open communication without fear of judgment or negative consequences.

Set ground rules: Establish norms and expectations for respectful listening, no interruptions, and valuing diverse perspectives.

Assign roles

Facilitators: Appoint facilitators in meetings to ensure everyone has a chance to input.

Note-takers: Rotate the role of note-taker to involve different people in capturing and summarising discussions.

Educate on bias and inclusion

Training and education: Provide signposting to leadership and management development opportunities and promote inclusivity to increase awareness and improve team dynamics.



Encourage participation

Ask open ended questions: Pose questions that require more than a yes or no answer so team members can share their ideas and really engage.

Be mindful of dominance

Address dominant voices: Gently steer the conversation if one person is monopolising the discussion and welcome other voices into the conversation.

Actively listen

Paraphrase and validate: Reflect back what you hear to confirm understanding and show you value input.

Avoid interrupting: Let everyone finish their thoughts before responding.



Check-in regularly

Regular feedback sessions: Schedule regular sessions so team members can share how they feel about communication dynamics.

Encourage feedback: Encourage team members to take part in trust engagement surveys so that you gain regular feedback.

Diversify meeting formats

One-to-one meetings: These can help individuals who are less comfortable speaking in groups.

Small breakout groups: Breaking into smaller groups during discussions can make it easier for less vocal team members to be heard.

Acknowledge contributions

Recognise contributions: Acknowledge ideas and contributions in meetings, emails or team forums to validate and encourage participation. If a team member's idea is implemented, follow up with them to show their input made a difference.