

Heather Hansen's

UNMUTED INCLUSION

Creating an Unmuted workplace where every voice belongs

As we communicate in global environments across languages, cultures and all kinds of difference, we need to learn ways to be more conscious and inclusive. In this keynote, Heather will show you how to apply the Unmuted Framework to create an Unmuted organization where every voice is heard and belongs and each person's talents shine.

PROGRAM HIGHLIGHTS

Pressing Unmute

- Review of Unmuted Assessment group results
- Is your voice too loud, too soft, or on mute?
- Accommodation strategies for communicating across languages and cultures in global settings

Helping others Unmute

- The roles of the Unmuted leader
- Inviting new voices to the table
- Becoming a language and communication ally

Balancing Voices for Unmuted Inclusion

- Strategies for more inclusive meetings
- Balancing the 3 C's in our teams
- Planning for the future - what will you change?



Unmuted Assessments & Customization

Participants will take the Unmuted Assessment before the talk. Group results will be shared during the keynote and the content will be fully customized to fit your group's biggest needs!

HEATHER HANSEN is an award-winning author in the field of global communication helping companies build innovative, UNMUTED cultures where every voice is heard. Heather is founder of Singapore-based training firm, Global Speech Academy. She is the external consultant and trainer on accent bias and linguistic inclusion for NASA, and is an External Industry Expert in Communication for National University of Singapore (NUS) Business School. Heather has been named to the Thinkers50 Radar 2024 Class - an exclusive list of 30 up-and-coming thinkers whose ideas are expected to make an important impact on management thinking in the future.



"A 'must read' business book!"

"A communication guide for our modern, digital age"

"Unmuted will give you the courage to speak up in the world, and to do so in a conscious and connected way"



Heather Hansen's THE UNMUTED ORGANISATION

How to Show Up, Speak Up and Inspire Action

Professional communication has become more complex than ever. With the increasing prominence of online communication, we often find ourselves - quite literally - muted. Join this high-energy, interactive keynote to learn how to show up, speak up and inspire action in your organization. We need new voices, new perspectives, and a new brand of leadership. We need you - UNMUTED.

PROGRAM HIGHLIGHTS

The Unmuted Framework

- Is your voice too loud, too soft, or on mute?
- Review of Unmuted Assessment group results

SHOW UP

Conscious Communication

- Knowing when to press mute: learning to listen
- The power of perception and how it creates blindspots

SPEAK UP

Confident Communication

- Identifying and overcoming expression anxiety
- Communication skills that build confidence
- How to handle *over-confidence* in teams

INSPIRE ACTION

Connected Communication

- Reframing failure and encouraging curiosity
- The key to happiness: human connection
- Fostering inclusion



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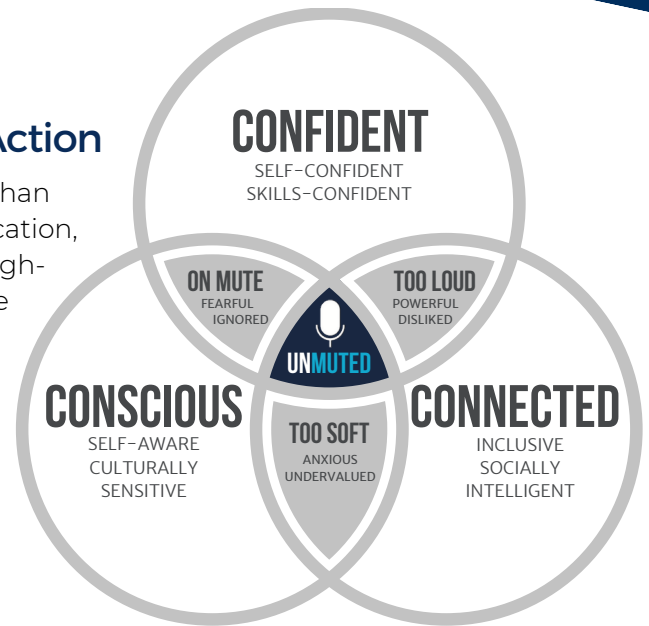
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Heather Hansen's UNMUTED

How to Show Up, Speak Up and Inspire Action

Professional communication has become more complex than ever. With the increasing prominence of online communication, we often find ourselves - quite literally - muted. Join this high-energy, interactive seminar to learn how to have your voice heard. We need new voices, new perspectives, and a new brand of leadership. We need *you* - UNMUTED.



PROGRAM HIGHLIGHTS

The Unmuted Framework

- Is your voice too loud, too soft, or on mute?
- Find out what's holding you back from being a more effective communicator

SHOW UP

Conscious Communication

- Learning to listen
- The power of perception and how it creates blindspots
- Understanding different communication styles and how to adapt to 'difficult' people

SPEAK UP

Confident Communication

- Identifying and overcoming expression anxiety
- Communication skills that build confidence
- Language and identity
- How to handle *over-confidence* in teams

INSPIRE ACTION

Connected Communication

- Reframing failure and encouraging curiosity
- The key to happiness: human connection
- Fostering inclusion

The Unmuted Organization

- The roles of the Unmuted leader
- Balancing the 3 C's in our teams
- Planning for the future - what will you change?



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Heather Hansen's UNMUTED

How to Show Up, Speak Up and Inspire Action

This webinar series is the perfect solution for global teams that want to build better relationships across country offices, enhance cross-cultural understanding, and create a globally unmuted workplace where every voice belongs. Read the book together over 6 months while receiving weekly video and discussion prompts. The live webinars take place every 6 weeks.

PROGRAM HIGHLIGHTS

1. The Unmuted Framework

- Introduction to the Unmuted Framework
- Explanation of Unmuted Self-Assessments
- Balancing Conscious, Confident and Connected communication to achieve greater inclusion and innovation

2. SHOW UP

Conscious Communication

- Developing a Global Mindset
- The power of perception and how it's holding you back
- Understanding different communication styles and how to adapt to 'difficult' people

3. SPEAK UP

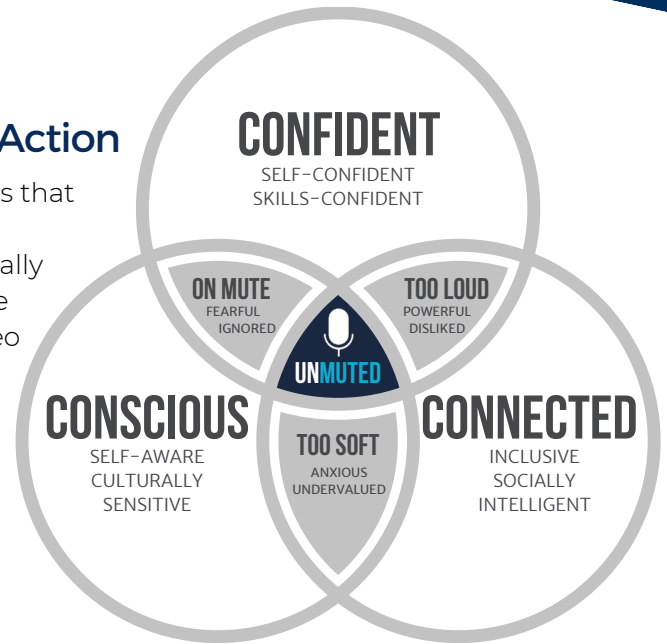
Confident Communication

- Developing a Global Mindset
- The power of perception and how it's holding you back
- Understanding different communication styles and how to adapt to 'difficult' people

4. INSPIRE ACTION

Connected Communication

- Reframing failure and fostering curiosity
- Becoming more comfortable with vulnerability
- Building trust and empathy within your team



5. Unmuting yourself and your team

- The roles of the Unmuted leader
- Balancing for inclusion
- Committing to sharing your voice and ideas
- Sharing Unmuted Moments

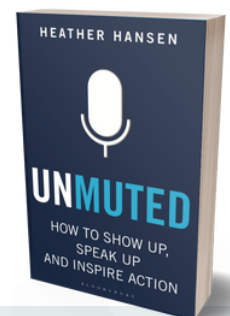
Signed copies for all participants!



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Unmuted Assessments & Customization

All participants will take a 5-minute, online, 27-true/false-question survey to identify their default communication style. You will also receive a full company report showing the overall scores and how Unmuted the company-wide culture is.



Weekly Video and Discussion Prompts

Participants will receive a weekly video lesson and discussion/reflection prompts during the breaks between live webinars.



Heather Hansen's UNMUTED

How to Show Up, Speak Up and Inspire Action

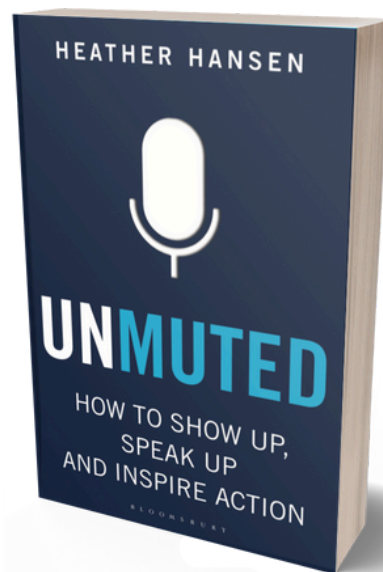
Professional communication has become more complex than ever. With the rise of remote work, and the increasing prominence of online communication, we frequently find ourselves muted - quite literally. Even when we find opportunities to speak up, great ideas don't always get the credit they deserve, or they drown in a sea of online voices.

In Unmuted, Heather Hansen draws upon her years of experience as a communication specialist and consultant to illustrate how you can overcome these obstacles to make your voice heard.

Building on research in organizational psychology, cultural studies, and linguistics, Heather's unique 'Unmuted' framework is designed to help you develop communities where open communication thrives. This results in greater innovation, inclusion, connection and collaboration, not just in the workplace, but in personal relationships as well.

Unmuted is the essential guide to modern professional communication, providing practical strategies that will bring confidence and clarity to every aspect of your career.

Are you ready to unmute?



Awards for Unmuted

Eric Hoffer Book Awards	Winner	Best in Small Press
National Indie Excellence Awards	Winner	How To
Axiom Business Book Awards	Silver	Career
Nautilus Book Awards	Silver	Business & Leadership - Large Press
IPPY Awards	Silver	Best Adult Non-Fiction Informational Ebook
Living Now Book Awards	Bronze	Motivational/Self-improvement
The Business Books Awards (UK)	Finalist	Business Self-Development
Foreword Reviews - INDIES 2022	Finalist	Career
International Book Awards	Finalist	Business: Careers
		Business: Communications/Public Relations
Best Book Awards	Finalist	Business-General
Living Now Book Awards	Bronze	Motivational/Self-improvement
Feathered Quill Book Awards	Finalist	Adult Non-Fiction - Informational
Book Excellence Awards	Finalist	Business
Readers' Favorite	5-star review	Audiobook
	5-star review	Paperback



#1 Best Seller in Business Management

#1 Best Seller in Workplace Culture