HR·LEAD
Powering Strategy
Through People.

Thriving at Work: How What We Say – and Don't Say – Shapes Wellbeing and Results



Darine Aboulezz

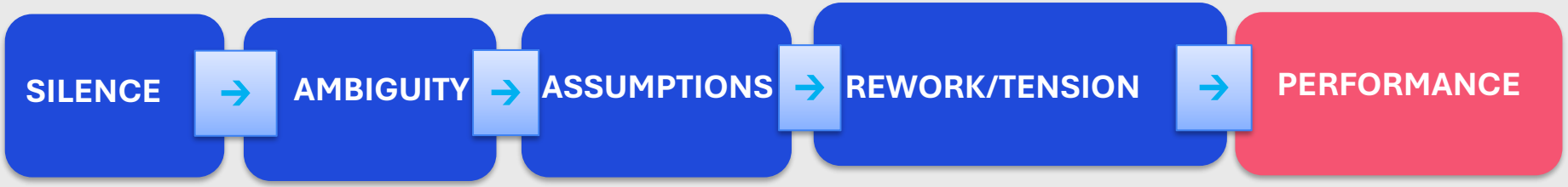
Founder & Lead Soft Skills Trainer – Soft Skills Camp

What have your people stopped telling you?



Darine Aboulezz
Soft Skills Trainer, Soft Skills Camp

Silence rarely stays silent.
THE HIDDEN COST OF SILENCE



The visible symptom may appear much later.

HR·LEAD

Darine Aboulezz
Soft Skills Trainer, Soft Skills Camp

WHAT WE SEE IS NOT ALWAYS THE START

Performance is often the tip of the iceberg.

VISIBLE

Missed deadlines • mistakes • disengagement

UNDERNEATH

- Avoided conversations
- Unclear decisions
- Unspoken concerns

Diagnose before assuming.

HR·LEAD

Darine Aboulezz
Soft Skills Trainer, Soft Skills Camp

THE UNSPOKEN MINUTE

What sentence was missing?

HR·LEAD
Powering Strategy
Through People.

Darine Aboulezz
Soft Skills Trainer, Soft Skills Camp

WHY CAPABLE PEOPLE STAY SILENT

Silence can be a calculation.

COST Will this damage the relationship?

RISK Will I be labelled difficult?

FUTILITY Will anything change?

UNCERTAINTY What if I'm wrong?

Darine Aboulezz
Soft Skills Trainer, Soft Skills Camp

THE FACTS

Two missed morning meetings. A rushed handover. Less participation.

A reliable employee changes

HOW WOULD YOU START THE CONVERSATION?

A “You need to sort yourself out.”

B “I have noticed three changes. What is happening?”

Darine Aboulezz
Soft Skills Trainer, Soft Skills Camp

DISCOMFORT ≠ DANGER

Wellbeing is not the absence of discomfort.

DISCOMFORT

"I don't like saying this."

INTERPERSONAL RISK

"Speaking may have consequences for me."

Sometimes the healthier choice is an earlier, clearer conversation`.

Darine Aboulezz
Soft Skills Trainer, Soft Skills Camp

❑ “The handover was incomplete.” — Fact

❑ “What got in the way?” — Ask

FACT

❑ “The next shift could not begin.” — Clarify

❑ “Let us test the checklist tomorrow.” —

Together

Darine Aboulezz
Soft Skills Trainer, Soft Skills Camp

Say it clearly

1. Choose a conversation you are postponing
2. Write only the observable facts
3. Add one curious question
4. End with one next step

Darine Aboulezz
Soft Skills Trainer, Soft Skills Camp

Ambiguity creates invisible workload

Before doing the task, people may have to interpret it.

THE TASK

Do the work.

THE INTERPRETATION WORK

What is urgent?
What should stop?

Who decides?
What does ‘good’ mean?

That effort rarely appears on a workload spreadsheet.


Good
People
Great
Work

Darine Aboulezz
Soft Skills Trainer, Soft Skills Camp

THREE SIGNS of DECISION FOG

Clarity is a wellbeing tool.

OWNERSHIP

Several people are involved.
Nobody knows who decides.

PRIORITY

A new urgent task arrives.
Nothing else is removed.

SUCCESS

“Do your best” replaces
a clear outcome or standard.

Which one creates the most pressure in your organisation?

THE 30-SECOND HANDOVER

A manager says:

“Please prioritise the client issue and keep the launch moving.”

How would you make this instruction clearer?

- ❑ **Who owns it?**
- ❑ **What can wait?**
- ❑ **What outcome is expected?**
- ❑ **When do we check in?**





Five actions for Monday

- ❑ Name facts before making a judgement
- ❑ Ask the question behind the silence
- ❑ Make ownership, trade-offs and outcomes explicit
- ❑ Reward the first person who voices a concern
- ❑ End every difficult conversation with one next step



HR·LEAD

What will you make safe to say?



Soft Skills Camp
ROOT YOUR SUCCESS

HR·LEAD
Powering Strategy
Through People.