

#LISTENUPSPEAKOUT

LITTLE
BLUE
BOOK
2023

BY WOMEN IN BUSINESS CLUB

SPEAK OUT WEEK
women in business

**LITTLE
BLUE
BOOK
2023**

WELCOME TO SPEAK OUT WEEK 2023

Bullying, sexism and harassment exist in business. Let's not pretend they don't.

Women and individuals who identify as women can face sexism and invalidation in their career, academic or social lives.

Anyone can intentionally or unintentionally diminish the achievements and career goals of women.

Sometimes, it's hard to respond.

Which is why we created this **Little Blue Book**, to offer solutions for anyone wanting to speak up.

Created by the Women in Business Club at London Business School, this book can be used by anyone, not just women, as they see fit.

Speak up, even if your voice shakes.

SITUATION

'Recruitment is easier for women [or any group], there is so much women-only networking'

SOLUTION

Rather than laughing it off, you could say:

Could you tell me where you found the data for that? I don't think it's true.

Yikes, that's inappropriate and untrue...

I've not heard any company report that, what makes you believe it's true?

Wow we're not on the same page...in fact if you look at the barriers [insert group] face, there is often a hurdle in the hiring process.

Or...walk away and respond later. Consider messaging or meeting the individual(s) privately when you're ready.

1

SITUATION

'You only got the internship
/ job because you're a
diversity hire'

L

SOLUTION

Don't let them diminish accomplishments:

What an **odd** thing to say. Why are you saying this and what do you mean by it?

I'd appreciate it if you didn't **attribute my success** to my gender / race / orientation.

You might mean this **as a joke**, but it sounds like it's coming from a deeper belief. Could you say more about why you believe that?

I hope you're not saying this, or joking, because you think I agree with you? I don't think your belief is correct.



1

SITUATION

Someone is explaining
something to you which
you already know

L

SOLUTION

You can interject and say:

Oh, let's skip this area. I already know a lot about this subject and am very interested and informed.

I don't need an explanation, but what do you think about...

In my experience, typically...

“Underrepresented groups have an additional challenge, because they don't just receive biases, they have to worry whether the way they're being treated is because of their identity or performance”

Contributions by:



Professor Aneeta Rattan
Associate Professor, Organisational Behaviour, LBS



SITUATION

You notice that a team member doesn't acknowledge the contributions of *women or others* in group work



SOLUTION

Step 1 – Notice

- Do you keep track of contributions in meetings / the workplace?
- Do you see what happens after a particular person or group speaks (are they ignored or listened to, is their point picked up by someone else with/without acknowledgement)?

Step 2 – Listen

- Does the person / group concerned want it raised or not?

Step 3 – Act

- If they want it raised then you could either call it out publicly 'Andrew, I notice that Nish mentioned this already, do you mean to repeat her comment?' or you could raise it with the culprit privately.
- If the individual doesn't want it raised then, before Andrew jumps in, you could use an amplification 'I'd like to build on Nish's point'.

Contributions by:



Professor Ben Hardy
Organisational Behaviour
London Business School



Juliane Schitteck, PhD candidate
Organisational Behavior
Imperial College Business School



SITUATION

You notice that a team member doesn't acknowledge your contributions or effort



SOLUTION



I've noticed that you haven't commented on my idea, **do you have any thoughts?**

It feels a bit like you're ignoring my contribution, could we **discuss that** please?

I would like to bring "X" back up, as it is important and I **don't believe we have spent enough time on it.** What do you think?

L Ask **another person** in the group for help if you'd rather not approach the person alone. Having an ally in your conversation might help.

SITUATION

Someone initiates or repeatedly initiates physical contact which makes you uncomfortable (e.g. hugging, cheek kissing, standing close)

Remember you can use the **Safe Reporting tool**
(see resources section)

SOLUTION

Oh don't want a hug, please don't touch me.

Hey, next time we meet, let's stick to a handshake only? That is my preference.

I prefer a high five / fist bump.

I'm going to need more space than that. Could you move over please?

It seems we can't both fit comfortably in this crowded bar. I'm going to find friends elsewhere.

Where I'm from, we are more used to *[this]* which is my preference here too. Please could you respect that?

SITUATION

You notice that someone is behaving inappropriately towards a friend of yours at a social event organised by your work / school / club

SOLUTION

Distract and extract

Approach your friend with a comment or question to exit the situation such as 'do you mind coming to the bar / bathroom with me?' or 'do you know what time this event ends?'

Find an ExCo member - inappropriate behaviour is not allowed at any club event so an ExCo member can step in and help out.

Speak up - 'Hey, I don't think this is really the time or place for this conversation / behaviour'

Contributions by:



Kate Clark
President, Touch Rugby Club

1

SITUATION

You are being told you are
too emotional when
speaking up at work

L

SOLUTION

Ask them 'what do you mean by too emotional?
Can you give me an example of how emotions
are negatively affecting the discussion'.

I don't appreciate my being shut down because
I'm expressing my emotions.

Seek HR help if the situation is appropriate

Contributions by:



Souheir El Abboud
President, Football Club

SITUATION

You become aware
that inappropriate
comments are being made
on a private group chat

SOLUTION

Please don't make comments like this to groups of my peers, it's **demeaning**.

This isn't okay, **how would you feel** if you were the target of something like this?

It's kind of **creepy**, making comments about people behind their backs, isn't it?

This feels like **bullying** even though it's in a closed space. Perhaps you should rethink your actions.

Yikes, I wouldn't want to be associated with something like this.

I'd be grateful if you could **intervene** on behalf of [*insert group here*] and make sure comments like this don't happen again.

SITUATION

You overhear a comment, or see a social media post which is inappropriate – it's insensitive, objectifying, mocking or even predatory

SOLUTION

Report the content as inappropriate, and report the account if you notice a recurring pattern of troublesome posts.

Avoid engaging with the post: don't like or share it, as it increases the visibility, unfollow the account to reduce their reach.

Add a comment, initiating a conversation on why these kinds of posts are wrong, and explain why it's wrong to people who take it lightly.

Contributions by:



Luis Polanco
Vice-President and Ally

ADDITIONAL RESOURCES

There are a variety of other resources available to women who are seeking to empower themselves to speak out.

In the following pages, we have included LBS school wellbeing resources, professional and networking organizations, which can also provide guidance, support, and insight for challenges.

Please remember this booklet contains a small selection of all the resources available to women. In the event of more serious incidences, use the Safe Reporting tool, school support services, and resources from urgent support.

PRINCIPLES OF BYSTANDER TRAINING

DISTRACT

Indirectly diffuse the situation by interrupting the harasser and the target (e.g. commotion, small talk)

DELEGATE

Ask a third party for assistance in intervening, preferably an individual in a position of authority

DOCUMENT

If it is safe to do so and someone is already helping the target, write notes or take a video of the discriminatory situation (but you must get permission from the target to share the situation)

DELAY

Check in with the person who was discriminated/harassed (e.g. support, offer assistance)

DIRECT

If everyone is physically safe, speak firmly and clearly against the harassment/discrimination taking place (prioritise assisting the target over debating the harasser)

USE PROFESSIONAL ORGANISATIONS PROMOTING DIVERSITY



DIVERSITY VC

Included VC

Girls in Tech TM

N A B S



Galvanizer
The Premier Female
Founder Accelerator



Finance Media Start-ups Tech Web3 Management
Scale-ups Mentorship Leadership Entrepreneurship

LBS STUDENT WELLBEING SERVICES

LBS Student Wellbeing Services is a confidential service which provides non-judgemental support and signposting around student wellbeing. Visit the [Wellbeing hub on Canvas](#) to book a 1:1 appointment and for more information about:

- Urgent 24 hr support
- NHS healthcare
- Mental health services and resources
- The School's Counselling Service

You can find a detailed directory of specialist services under '[finding support for a specific issue](#)', including for support around:

- Domestic abuse
- Sexual abuse
- Stalking and harassment

DIRECTORY OF SCHOOL SUPPORT SERVICES



Student wellbeing services

Monday-Friday, 9am-5pm
Confidential 1:1 appointments to talk through any difficulties you may be experiencing and signpost you to specialist services

Email wellbeing@london.edu or call 020 7000 7546 / 020 7000 7451 to book an appointment. Appointments are available in-person or via Zoom from Monday to Friday 9am to 4pm.

School's counselling service

Free and confidential counselling for students experiencing emotional difficulties. Counselling offers you the opportunity to be open about your feelings and emotions, supported by a trained counsellor, in a safe and confidential space.

If you would like to be referred for Counselling, please download and complete the Counselling Referral Form found on [Student Wellbeing Services](#) pages on Canvas. Please note that you will need to register with a GP in order to access the counselling service.



DIRECTORY OF SCHOOL SUPPORT SERVICES



Counselling ring-in time

This service operates like a 'drop-in service' if you are experiencing distress and is open to all students, regardless of whether they are registered with the Counselling service or not.

Open Fridays between 12pm-2pm on +44(0)7947 624 115. If the phonenumber is engaged, please leave your name and number so the counsellor can call you back.

Fika

Free app focussed on promoting mental fitness through simple 5-minute exercises.

Instructions for how to access the app can be found here.

TalkCampus

Free app connecting you to a safe and supportive student community in up to 26 different languages.

Download the app and TalkCampus is accessible via your phone, 24/7.



URGENT SUPPORT

If you are in immediate danger

Call the police on 999. If you're not able to speak safely, the operator can transfer you to the 'silent solution' where you will be prompted to press '55' to indicate you need this help.

To report a past incident of abuse, call the police on 101 or [report online here](#).

If you are in immediate danger of hurting yourself or others

Go directly to the Accident & Emergency (A&E) department of your [local hospital](#) or call 999 to request an ambulance.

For urgent support

Contact your GP surgery to request an emergency appointment

Call your local [NHS Mental Health Line](#) to speak to a mental health professional, or call NHS out-of-hours medical line on 111

Speak to a counsellor via the [TalkCampus 24hr phonenumber](#). If you're outside the UK, you can [find the numbers to call here](#) (up to 5 different languages available)

Download the [Stay Alive](#) app to help you stay safe in a mental health crisis.

24 HOUR SUPPORT

TalkCampus

Speak to a counsellor via the TalkCampus 24hr phonenumber in up to 5 different languages.

Download the app for free using your LBS email address and call via the sidebar of the app. If you're outside the UK, you can find the numbers to call here.

Samaritans

Talk to a listening volunteer anytime.
Call 116 123 anytime.

Stay Alive app

Signposting information and safety plans to help you stay safe in a mental health crisis.

Download the Stay Alive app on your phone.

Shout 85258

Free, confidential and anonymous text support service.

You can text 85258 from wherever you are in the UK, 24 hours a day.

MENTAL HEALTH SERVICES

The Listening Place Confidential, face-to-face support in a safe space to people who are struggling or feel that life is no longer worth living. Go to The Listening Place webpage for contact information.

Papyrus Provides support and advice to people under the age of 35, focused on prevention of suicide. Their HOPELINEUK is open every day 9am-midnight (0800 068 4141).

Maytree A residential service open for people when they're feeling suicidal. Maytree offers a free 4-night, 5-day stay for adults, with the opportunity to be heard in complete confidence, in a caring, safe environment. Call 020 7263 7070 for more information.

Hope's mental health support line Provides support for people who are struggling in Dubai. Call 8004673 (Open 8am-8pm every day).

OTHER MENTAL HEALTH RESOURCES

NHS website

Provides a bank of online resources including information about symptoms, self-help, and services available.

Body & Soul Charity

Provides online mental health resources to students via their MindSET project

Student Minds

The UK's student mental health charity, providing resources and initiatives to empower students and members of the university community to look after their own mental health and support others.

Mind charity

A mental health charity in England and Wales, that runs the Student Mental Health Hub. The webpage has tools, tips, videos, and blogs regarding managing your mental health.

DOMESTIC ABUSE



Domestic abuse is controlling, coercive, threatening, degrading and/or violent behaviour which is perpetrated by a partner or family member. Domestic abuse occurs in many forms; it can be emotional, psychological, sexual, physical or economic. If you're being abused, it's not your fault. You're not alone and support is available.

If you are in
immediate danger

Call the police on 999. If you're not able to speak safely, the operator can transfer you to the 'silent solution' where you will be prompted to press '55' to indicate you need this help.

To report a past incident of abuse, call the police on 101 or [report online here](#).

[The National
Domestic Abuse
helpline](#)

Run by charity Refuge is a free 24hr helpline for those who are experiencing domestic abuse. Call 0808 2000 247 or access a live chat service on their website.

[Women's Aid](#)

Provides [information](#), support and a [directory of local services](#) for women affected by domestic abuse. Go to [Women's Aid](#) to access these resources.



DOMESTIC ABUSE SUPPORT



Independent Domestic Violence Advisor (IDVA)

IDVAs are specialist professionals who can help you with everything you need to become safe and rebuild your life, from accessing safe housing to liaising with the Police or courts.

Search online for your local authority's IDVA service e.g. 'IDVA service Westminster'.

NCDV

A free, fast emergency injunction service to survivors of domestic abuse and violence regardless of their financial circumstances, race, gender or sexual orientation. The service allows anyone who has recently suffered or been threatened with domestic abuse or violence to apply for an emergency court injunction. Go to NCDV to access the resources.

Men's Advice Line

Run by charity Respect, is a domestic abuse helpline for men affected by domestic abuse. Call 0808 8010327 (Open Mon-Fri 9am-8pm) or find other ways to make contact on their website



DOMESTIC ABUSE SUPPORT

Imkaan

A London based, Black feminist organisation dedicated to addressing violence against Black and minoritised women and girls. Go to [Imkaan](#) website to access the resources.

Southall Black Sisters

Deliver a national helpline, advice & advocacy, counselling, & support services for Black and minoritised women affected by gender-based violence

Tel: 020 8571 9595 (Open 9:00am and 5:00pm Monday – Friday), or email info@southallblacksisters.co.uk

Karma Nirvana

Runs a helpline to support those who are experiencing so-called 'honour-based' abuse including forced marriage.

Call 0800 5999 247 (Open Mon–Fri, 9am–5pm) or find other ways to make contact on their website

DOMESTIC ABUSE SUPPORT

Galop's National LGBTQ+ Domestic Abuse Helpline

A helpline for LGBTQ+ people affected by domestic abuse

Tel: 0800 999 5428 (Monday to Friday, 10am–5pm; Wednesday to Thursday, 10am–8pm). You can find more information and other ways to make contact on their [website](#)

SignHealth

Provide a specialist domestic abuse service to support Deaf people in finding safety and security

Find out more on their [website](#) or
Text: 07800 003421
Email: da@signhealth.org.uk

Surviving Economic Abuse

A UK charity dedicated to raising awareness of and transforming responses to economic abuse

Explore their website for useful [resources](#) and practical guidance

SEXUAL ABUSE



Sexual abuse is any unwanted behaviour of a sexual nature. This can include rape, sexual assault (any form of unwanted sexual contact) and sexual harassment (unwanted behaviour of a sexual nature). Sexual assault and abuse can happen to anyone. It may be a single event or happen repeatedly.

If you have been sexually assaulted or abused, whether as an adult or a young person, it is important to remember that it wasn't your fault. Sexual violence is a crime, no matter who commits it or where it happens. Don't be afraid to get help.

If you are in
immediate danger

Call the police on 999. If you're not able to speak safely, the operator can transfer you to the 'silent solution' where you will be prompted to press '55' to indicate you need this help.

To report a past incident of abuse, call the police on 101 or [report online here](#).



SEXUAL ABUSE SUPPORT



Rape Crisis

Provides support and information for women who have been subjected to sexual violence

For more information and to find support services local to you, visit the [Rape Crisis website](#).

Sexual assault referral centre

Provide a safe space and dedicated care, through the NHS, for people who have been raped, sexually assaulted or abused. You can contact a sexual assault referral centre to make an appointment or ask someone else, such as a healthcare professional, charity, friend or family member to do this for you.

You can find [information and help](#) after rape or sexual assault on the NHS website. Find your local Sexual Assault Referral Centre [here](#)

The Survivor's Trust



Provides support and information for survivors of sexual abuse. Find local services and opening hours of their telephone helpline [on their website](#).

STALKING AND HARASSMENT

If you are in
immediate danger

Call the police on 999. If you're not able to speak safely, the operator can transfer you to the 'silent solution' where you will be prompted to press '55' to indicate you need this help.

To report a past incident of abuse, call the police on 101 or [report online here](#).

[The National Stalking Helpline](#)

Run by Suzy Lamplugh Trust, the helpline provides support and advice to victims of stalking

Tel: 0808 802 0300 (09:30 - 16:00
Monday to Friday)

Created by:



Jemima Maunder-Taylor
Vice-president, Women in Business



Sunny Zhang
President, Women in Business



Dezhi Yu
Kanika Bhachawat

**Women in
Business**

A London Business School
Student Club

Veronika Kuchinskiy
Hitakshi Arora
Juliana Ruseva
Daniela Pacussich Bazan