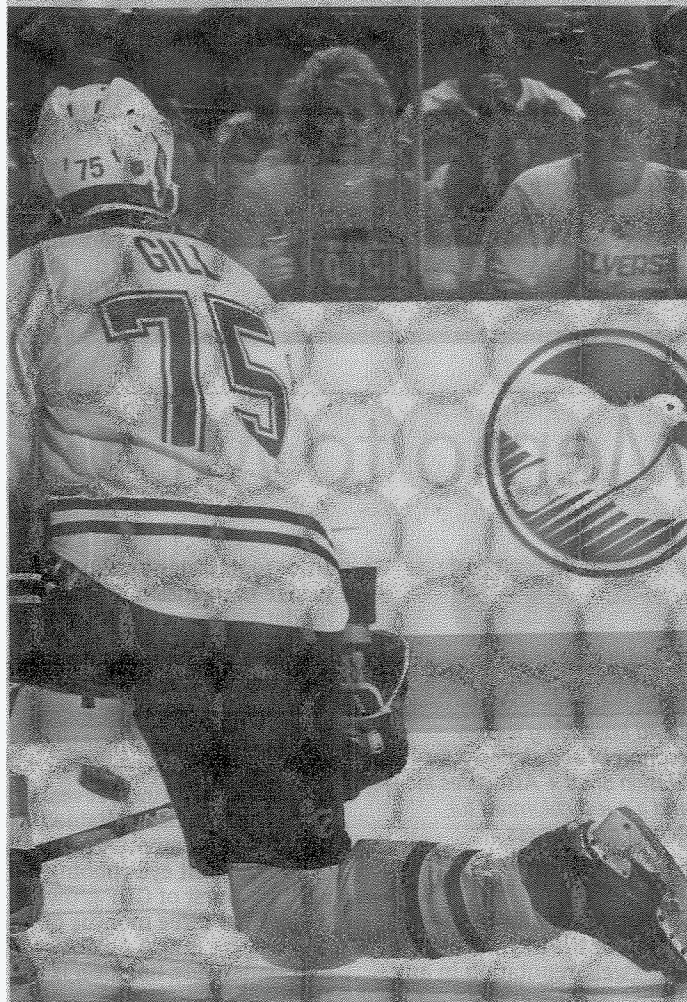


MONDAY MORNING MANAGER

Harvey Schachter's guide on how to handle everything from overflowing e-mail to meeting overload

HUMAN RELATIONS



Hall Gill's shot blocking offers a few lessons. BRUCE BENNETT/GETTY

SPEAKING TRUTH TO POWER
Watching Montreal Canadiens defenseman Hal Gill block shots in the early rounds of the hockey playoffs led consultant Patrick O'Neill to think of the importance of speaking truth to power in the workplace.

That seems a stretch, but he notes in his Extraordinary Conversations newsletter that blocking shots is a thankless task, requiring bravery, anticipation, and timing — as does speaking truth to power. It is also a sign, as Coach's Corner authority Don Cherry decrees, that you have your heart in

the game, a prerequisite for courageously speaking up at work.

Mr. O'Neill notes that good communication, as defined by cultural anthropologist Angeles Arrien, requires the right timing, right context and right content, so that's similar as well.

Finally, remember that after you have made your case and a decision has been made, you must move on.

"Unless crimes are being committed or lives are in jeopardy, you have done your duty by speaking truth to power," he advises.