



Housing Diversity Network Mentoring Programme 2011-12 East of England

PERSONAL DEVELOPMENT LOG

NAME:



About EDGE Forward

Thank you for participating in EDGE Forward. We hope you find this Personal Development Log useful and that it helps you to get the most from EDGE Forward.

EDGE Forward is a staff mentoring programme designed to help people working in the housing sector to develop their career. In particular **EDGE Forward** aims to help people identify and overcome barriers which they may face because of their gender/race/background/culture or life circumstances.

EDGE Forward gives housing practitioners working at any level in their organisation a great opportunity for one to one mentoring sessions with a senior housing professional from another housing organisation over the course of one year. Participants will also be expected to attend four 'Mentoring Classes'. These are sessions facilitated by qualified volunteer mentors/consultants which will cover topics including self awareness, housing sector, dealing with discrimination and conflict; training and development. The mentoring class sessions will also provide a great opportunity for networking with other housing practitioners in your area. As well as these classes, participants are also expected to attend the annual **Mentoring Conference** which usually takes place in June.

Your mentoring class programme is included in this guidance.

How is EDGE Forward managed?

EDGE Forward is managed by the Housing Diversity Network (HDN) via dedicated regional mentoring co-ordinators and a regional steering group in the East of England regions. The steering groups are made up of representatives from housing organisations (both housing associations and local authorities). The people who attend come from different levels within their organisations, including Housing Officers, Heads of Department, Policy and Research Officers and Chief Executives. The people who attend steering groups have all volunteered to be involved and take on this added responsibility in addition to their day to day work.

EDGE Forward is a FREE service to HDN Members as any costs are covered within the member affiliation fees. The costs of running **EDGE Forward** include employing the mentoring co-ordinators and professional trainers for the mentoring class sessions, printing and stationery for the publications/documentation and for providing venues/catering for events relating to the programme.

Housing Diversity Network EGDE Forward Mentoring Programme

The mentoring Class sessions will take place in the relevant region. One to one mentoring sessions will take place at a date, time and location as agreed by the mentee and their mentor.

July

- Mentor briefings
- Matching process

August

- Mentee briefings

September

- Individual Mentoring Session 1

October

- Mentoring Class 1

November

- Individual Mentoring Session 2

December

- Mentoring Class 2

January

- Individual Mentoring Session 3

February

- Mentoring Class 3

March

- Individual Mentoring Session 4

April

- Mentoring Class 4

May

- Individual Mentoring Session 5
- Evaluation

June

- National Conference

What is one-to-one Mentoring?

Mentor (n). A wise or trusted advisor or guide

- Mentoring is a concept developed to support professional development.
- It can be used to enhance performance, knowledge and skills.
- Mentoring usually involves pairing of an employee with someone who is senior or more experienced.
- The mentor should not be the employees' line manager.

Mentoring within organisations and the *EDGE Forward* Programme

Formal mentoring programmes are commonly used within organisations to assist staff members to develop and maximise their potential within the organisation, and many of the mentors involved with the **EDGE Forward** Mentoring Programme will have participated in such schemes within their organisations, either as Mentors or as Mentees.

Whilst the **EDGE Forward** programme has much in common with organisational mentor programmes, one fundamental difference that **EDGE Forward** Mentors are asked to bear in mind is that within an organisation's mentoring programme the Mentor has the benefit of knowledge of the organisation, the individuals employed within it, and is usually in a position of some influence. **EDGE Forward** Mentors will not usually have such a relationship with the Mentee's organisation, and should therefore be aware that there may be blocks to the Mentee's development that they are unaware of and cannot influence.

The role of the *EDGE Forward* Mentor

Mentors should consider the following points when entering into a mentoring relationship with their Mentee:

1. A productive mentoring relationship will be dependant on the rapport established between the Mentor and the Mentee. Trust, respect, openness and confidentiality are amongst the values that are key to a successful relationship.
2. The Mentor and Mentee should agree ground rules at the start of the programme.
3. The Mentee should be allowed to set the agenda for the mentoring sessions, and to explore those issues that are of most importance to them.

4. The Mentee may understandably be hesitant to raise difficult issues with their mentor, particularly in the early stages of the relationship. The Mentor should gently encourage, but not try to force the Mentee to recognise those issues.
5. The Mentor must typically use skills including listening, empathy, summarising and reflecting back to facilitate the Mentee's tentative exploration of difficult areas.
6. The Mentor should be non-judgemental whilst offering constructive challenge as a positive contribution within the relationship.
7. Where appropriate, the Mentor should encourage the Mentee to seek additional advice and assistance outside the mentoring relationship, from specialist advisors, for example where the Mentee's personal circumstances are impacting on their work situation.
8. The Mentor must show commitment to the mentee by giving the mentoring sessions priority over other urgent matters, and not, for example, changing or cancelling the meeting dates at the last minute.
9. Mentoring Classes and mentoring sessions have been timetabled to provide an opportunity for the mentee to prepare for, and to reflect on the work undertaken during these sessions. The Mentor should assist in this and a short period should be set aside at each mentoring session to discuss the work undertaken in respect of each mentoring class.

Mentoring Class Sessions

About the EDGE Forward Mentoring Class Programme

The **mentoring classes** provide an opportunity to develop self-awareness and key skills and build contact networks with other people working in housing.

The content of the mentoring classes has been developed in response to suggestions from mentees, mentors and employers. They are delivered by leading professionals, including some of the EDGE Forward mentors, and complemented by experienced external trainers*. There will normally be between 10 – 30 people in each mentoring class, and there will be opportunities to break into smaller groups for some activities.

Mentees should attend all four of the mentoring classes and the Mentoring Conference, but if this conflicts with another appointment or holiday for example, please inform the Housing Diversity Network and your Mentor.

In the following pages of your Personal Development Log there are prompt sheets to help you prepare for each mentoring class, and to review the learning from each class.

This year's programme is as follows:

Mentoring Class 1 – **“Getting to Know You”**

Mentoring Class 2 – **“The Housing World and Organisations”**

Mentoring Class 3 – **“Breaking Through”**

Mentoring Class 4 – **“Moving On Up” (Career Fair)**

Annual Conference – **“Celebration of Achievement”**

Full details of each mentoring class are set out later in this document

*** The order of the sessions may have to change depending on speakers availability, but all the above topics will be covered throughout the course of the Programme.**

Who to contact for support and advice

Mentor support

Your mentor will be:

NAME: _____

COMPANY: _____

TELEPHONE: _____

EMAIL: _____

ADDRESS: _____

General queries/advice on EDGE Forward

Housing Diversity Network:

For information and support contact the HDN Mentoring Coordinators at

E-mail: mentoring@housingdiversitynetwork.co.uk

Tel: 0870 143 2732

Useful Contacts

Organisation	Contact Details
National Housing Federation (Head Office)	Lion Court, 25 Proctor Street, London. WC1V 6NY Tel: 020 7067 1010 E-mail: info@housing.org.uk Website: www.housing.org.uk
Chartered Institute of Housing	Chartered Institute of Housing, Octavia House, Westwood Way, Coventry CV4 8JP Tel: 024 7685 1700 E-mail: customer.services@cih.org Website: www.cih.org
ACAS (National)	Brandon House, 180 Borough High Street, London. SE1 1LW. Tel: 0845 600 3444 0845 606 1600 (minicom users) Website: www.acas.org.uk
Audit Commission	1 st Floor, Millbank Tower, Millbank, London. SW1P 4HQ. Tel: 0844 798 1212 or 020 7828 1212 Textphone: 0844 798 2946 or 020 7630 0421 Website: www.audit-commission.gov.uk
Homes & Communities Agency	HCA London, 110 Buckingham Palace Road, Victoria, London SW1W 9SA Tel: 0300 1234 1799 Website: www.homesandcommunities.co.uk
BMENational	Contact: Lara Oyedele (Chair) Tel: 020 7625 1799 E-mail: loyedele@odu-dua.org
Equality and Human Rights Commission	www.equalityhumanrights.com
National Centre for Diversity	www.nationalcentrefordiversity.com
Inside housing publication	www.insidehousing.co.uk
TPAS Limited	5 th Floor, Trafford House, Chester Road, Manchester, M32 0RS Tel: 0161 868 3500 Website: www.tpas.org.uk
24 Housing Magazine	Contact: Ellie Warfield Tel: 01432 852 331 Website: www.24dash.com

Mentoring Guidelines:

Session One

Things to consider for this session:

- ❖ Introduce yourselves!
- ❖ Set the ground rules, for example:
 - Arranging your sessions; where?-when?-how long?-methods of communicating
 - Confidentiality
 - Contact between meetings
 - Your relationship: trust, respect, openness
 - Feeding back to each other
 - Agree and sign contracts
- ❖ Expectations:
 - Mentee/Mentor expectations
 - What can EDGE Forward do for me/us?
- ❖ Exploring options and goals:
 - What are the goals today? (these may change as the programme continues)
- ❖ The Mentoring Class programme:
 - Review the schedule
 - What are our expectations?
 - What will we talk about next time?
 - Note outcomes, decide actions and preparation needed for the next one to one session
- ❖ Prepare for Mentoring Class One (“Getting to Know You”) *Refer to your mentoring class information sheet.*

Use this page to note the outcomes of session one and your future actions.

Outcomes

1
2
3
4
Future action:

Date:

Mentoring Class One – Getting to Know You

9:45 am – 3:30 pm

This session is aimed at getting to know yourself and your colleagues, recognising how your personality affects your interaction with others. It will help to build confidence and assertiveness, and introduce some personality profiling.

Note to mentors and mentees: When scheduling your next one-to-one session, please allow two weeks after the date you attend this mentoring class; this will enable analysis of the psychometric testing.

Class One Outline
<ul style="list-style-type: none">• 9.45 Arrival and welcome to EDGE Forward
<ul style="list-style-type: none">• Getting to know each other• Looking at goals
<ul style="list-style-type: none">• Personal power and effectiveness
<ul style="list-style-type: none">• Break
<ul style="list-style-type: none">• Networking skills
<ul style="list-style-type: none">• Lunch and networking
<ul style="list-style-type: none">• Psychometric profiling – what is it and what does it say about you?
<ul style="list-style-type: none">• An Introduction to Belbin.
<ul style="list-style-type: none">• Review of the day

Mentoring Class One – Preparation

Looking at the programme for the day, what do you think will be the most interesting to you and why?

Is there anything in the content of the day which you are worried about? Have you discussed these concerns with your mentor?

What do you think you will benefit from most? How will you use this benefit in your working life?

Mentoring Class One – Review

Did you get what you expected from the day?

What did you learn about yourself and your goals for the programme?

How do you think that your personality and teamwork style impact on your relationship with others?

Discuss with your Mentor ‘how will you develop your personal power and assertiveness?’ (use questionnaire).

Mentoring Class One – Action Points

List two or three things which you would like to develop as a result of today’s session.

1.

2.

3.

If there is anything you want to discuss with your Mentor following today’s session, make a note here. In your next session your Mentor will ask about the personality profiling and there will be an opportunity to discuss personal learning points from the psychometric profiling.

Mentoring Guidelines:

Session Two

Things to consider for this session:

- ❖ Looking back: reflecting on how things have been since the last session
 - ❖ Reviewing your goals
 - ❖ Mentoring class one
 - How was it for you?
 - Personality profiling – what did it say about you?
 - Any personality learning points?
 - ❖ What will we talk about next time?
 - ❖ Actions/preparation for the next one-to-one session
- Prepare for mentoring class two (“The Housing World and Organisations”) *Refer to your mentoring class information sheet.*

Use this page to note the outcomes of session two and your future actions.

Outcomes

1
2
3
4
Future action:

Date:

Mentoring Class Two – The Housing World & Organisations

9:45 – 3:30

This session will continue to consider team working and group types. There will be an opportunity take a historical look at how the social housing sector developed and recent changes that may impact on your work.

Class Two Outline
<ul style="list-style-type: none">• 9:45 Arrival and welcome
<ul style="list-style-type: none">• More about Belbin• Results of PPI
<ul style="list-style-type: none">• A History of Social Housing
<ul style="list-style-type: none">• Break
<ul style="list-style-type: none">• A History of Social Housing contd.
<ul style="list-style-type: none">• Lunch and networking
<ul style="list-style-type: none">• A History of Social Housing contd.
<ul style="list-style-type: none">• Housing – Hot Topics
<ul style="list-style-type: none">• Review of the day

Mentoring Class Two – Preparation

Looking at the programme for the day, what do you think will be the most interesting to you and why?

Is there anything in the content of the day which you are worried about? Have you discussed these concerns with your Mentor?

What do you think you will benefit from most? How will you use this benefit in your working life?

Mentoring Class Two – Review

Did you get what you expected from the day?

Was your PPI report accurate?

Will any recent developments in the housing sector affect you?

Were you able to identify your Belbin team role and will this influence how you work in your team?

Mentoring Class Two – Action Points

List two or three things which you would most like to develop as a result of today's session.

1.

2.

3.

If there is anything you want to discuss with your Mentor following today's session, make a note here.

Mentoring Guidelines:

Session Three

Things to consider for this session:

- ❖ Looking back: reflecting on how things have been since the last session
- ❖ Reviewing your goals
- ❖ Mentoring class two – how was it for you?
- ❖ Did you discover anything about the social housing sector that you were not aware of?
- ❖ What will we talk about next time?
- ❖ Actions/preparation for the next one-to-one session
- ❖ Prepare for mentoring class three (“Breaking through”) *Refer to your mentoring class information sheet.*

Use this page to note the outcomes of session three and your future actions.

Outcomes

1
2
3
4
Future action:

Date:

Mentoring Class Three – Breaking through 9:45 – 3:30

This session looks at the work and organisational environments which affect you and will cover theories around organisational culture. We will also consider the factors and issues which can prevent people from fulfilling their potential with a focus on equalities issues in the housing sector. Practical advice and skills to manage competing priorities, expectations and ensure healthy work/life balance will also be covered.

Class Three Outline
• 9:45 Arrival and welcome
• Organisational culture and leadership
• Discrimination
• Break
• Work life balance
• Lunch and networking
• Dealing with conflict
• Overcoming personal barriers
• Review of the day

Mentoring Class Three – Preparation

Looking at the programme for the day, what do you think will be the most interesting to you and why?

Is there anything in the content of the day which you are worried about? Have you discussed these concerns with your Mentor?

What do you think you will benefit from most? How will you use this benefit in working life?

Mentoring Class Three – Review

Did you get what you expected from the day?

What did you learn about organisational cultures and how they affect you?

Do you feel that you face any personal or structural barriers to career progression? How will you manage these?

What are your personal priorities for work/life balance? How will you use assertiveness to manage any conflict surrounding this issue?

Mentoring Class Three – Action Points

List two or three things which you would like to develop as a result of today's session.

1.

2.

3.

If there is anything you want to discuss with your Mentor following today's session, make a note here. In your next session your Mentor will ask about the issues you may have identified as barriers to progression and be able to support you in managing these.

Mentoring Guidelines:

Session Four

Things to consider for this session:

- ❖ Looking back: reflecting on how things have been since the last session
- ❖ Reviewing your goals
- ❖ Mentoring class three – how was it for you?
 - Looking at barriers to career development
 - Work/life balance issues
- ❖ What will we talk about next time?
- ❖ Actions/preparation for the next one-to-one session
- ❖ Prepare for mentoring class four (“Moving on up”) *Refer to your mentoring class information sheet*
- ❖ Prepare for the Evaluation Conference -how will we be involved?

Use this page to note the outcomes of session four and your future actions.

Outcomes

1
2
3
4
Future action:

Date:

Mentoring Class Four – Moving On Up 9:45 – 3:30

In our last mentoring class, we will help build the knowledge and skills to progress in your career. Instead of two mentoring classes we will run one central session as a careers fair, with activities running simultaneously and repeated. Session to include:

Class Four Outline (Career Fair)
• 9:45 Arrival and welcome
• Career options – session 1
• Career options – session 2
• Break
• Career options – session 3
• Lunch and networking
• Career skills – session 1
• Career skills – session 2
• Career skills – session 3
• Evaluation forms

Mentoring Class Four – Preparation

Looking at the programme for the day, what do you think will be most interesting to you and why?

Is there anything in the content of the day which you are worried about? Have you discussed these concerns with your Mentor?

What do you think you will benefit from most? How will you use this benefit in your working life?

Mentoring Class Four – Review

Did you get what you expected from the day?

What did you learn about your personal areas of skills?

Which types of skills do you want to develop further and how will you do this?

What new personal goals will you have as you complete the EDGE Forward programme? Where will you go for support with these goals?

Mentoring Class Four – Action Points

List two or three things which you would like to develop as a result of today's session.

1.

2.

3.

If there is anything you want to discuss with your Mentor following today's session, make a note here. In your next session your Mentor will ask about your goals and the areas you have noted for personal development.

Mentoring Guidelines:

Session Five

- ❖ Things to consider for this session:
- ❖ Looking back: reflecting on how things have been since the last session
- ❖ Mentoring class four – how was it for you?
 - The way ahead for your career – new opportunities
- ❖ Reviewing your goals
 - How have they changed since the beginning of the programme?
 - How have things moved on in achieving your goals?
- ❖ How did EDGE Forward measure up?
 - End of year evaluation – what went well and what could be improved
 - Prepare for Mentoring Conference; how will you be involved?
- ❖ Into the future
 - Achieving your goals
 - Reviewing progress together – setting the boundaries for future contact (*we recommend that at least one further session is planned six months ahead to look at longer term issues*).

Use this page to note the outcomes of session five and your future actions.

Outcomes

1
2
3
4
Future action:

Date: