



## HR TESTIMONIALS

Network HG has been a keen contributor to the scheme for some years both in terms of mentors and mentees. The feedback we have had from mentees has always been very positive. They have all spoken highly of the benefits they have gained from participating which have mainly been to improve their confidence and self esteem. A notable example is Laura Jones who has gone from strength to strength since completing the programme - recently she was promoted following an organisational restructure. Managers who have participated as mentors have said how rewarding they find the experience and how great it is to be able to pass on experience and give something back. We don't carry out any formal evaluation of the programme although line managers are fully involved in the process, support individuals and monitor their progress at one to ones.

**Rosemarie Hutchinson**

**Region: London**

**Organisation: Network Housing Group**

A member of our staff was a mentee on the Programme back in the 2008 and she had such a good experience that she approached me about Shepherds Bush Housing Group becoming more formally involved. We wanted to ensure that as many people as possible had the opportunity to progress their careers within the sector and to get advice from seasoned professionals on their career direction. We thought it was a good opportunity for both mentees and mentors to develop their skills.

We have provided mentors for two years and both the mentees that participated have been promoted internally. They have increased confidence and a greater appetite for personal development than before.

I know that both the Mentors have found it hugely rewarding and we are encouraging more people to get involved next year.

**David Blackburn**

**Region: London**

**Organisation: Shepherds Bush Housing Group**



## MENTEE TESTIMONIALS

I was a mentee on the 2008/09 Programme and found it very useful. It gave me an opportunity to take some time out from my 'busy' workload and concentrate on my work needs – I often struggle to find time during my day to allow myself to gain any work related insight.

My monthly mentor sessions, however, were invaluable to me. Being able to sit and discuss options for career progression with an individual who knew the sector and who took time to learn what I was capable of, made me question where I wanted to be in my job and organization. I often sought guidance and advice but my mentor allowed me to think through my issue and answer it myself. I think the process of allocating a mentor is extremely difficult given personalities but I feel I was lucky to receive someone who worked so well with me.

**Mentee**  
**Region: London**  
**Year: 2008-09**

I found it beneficial, the whole process helped me in my career development. It built up my confidence after many negative experiences. It also helped to develop my skills and knowledge.

**Mentee**  
**Region: Midlands**  
**Year: 2008-09**

I feel that the Programme gave me the confidence to use the skills I had to progress my career to the next step. My Mentor was excellent, she gave me the confidence, the drive and the push to overcome the barriers and obstacles that I felt were in my way.

I have recently been promoted to an Area Contracts Manager. I feel that the Programme gave me the 'push' to progress and helped me to enhance the skills I have developed to date. I feel that the CV workshop/interviews skills definitely assisted me when applying for my new role.

**Laura Jones**  
**Region: London**  
**Year: 2009-10**



## MENTEE TESTIMONIALS

I really enjoyed the Mentoring Programme I did in 2007, it definitely helped me improve my professional confidence as I was promoted to a new job in October 2008.

My new job title is Corporate Support Manager (Job Share), and I am particularly proud of my achievement as I got this job whilst I was on maternity leave - I didn't actually start it until March 2009. The mentoring definitely helped as we did a session on dissecting job adverts and encouraging yourself to apply for jobs that you would normally look at and think way beyond you.

**Jenny Harrison**

**Region: Yorkshire & Humberside**

**Year: 2006-07**

The programme overall was really useful and not too much time to commit overall. My mentor encouraged me to do a personal development plan and also encouraged me to speak to my manager about my workload levels both of which have been really useful.

I was promoted from Continuous Improvement Officer to Continuous Improvement Manager towards the end of the Programme and I feel the Programme definitely contributed to this.

**Danielle Thorne**

**Region: East**

**Year: 2009-10**

The Programme has given me more confidence and with each success story it reinforces your belief that you can rise to the challenge.

**Vijay K Mistry**

**Region: Midlands**

**Year: 2008-09**

Overall I thought the Programme was very well organised and well worth taking part in.

The impact the Programme had on my skills, knowledge, confidence and career development at the time was very good.

**Sue Page**

**Region: London**

**Year: 2007-08**



## MENTEE TESTIMONIALS

I found the Programme very informative and also it was a very good networking opportunity as I got to improve on my interaction skills at the same time meet a lot of people within the housing sector. Also a very big thank you to Eugene, he was a great facilitator and made sure that everything that we needed as participants was filtered down to us on time.

The Programme had a very huge impact on my skills, confidence and career progression. I joined the Programme because my confidence was very low at the time and my career progression seemed to be stagnant without any idea of how I was going to change that. I gained skills on how to polish my interview skills, CV writing and generally how to improve my career prospects. My mentor also played a big role in my career development and I therefore, believe the Programme really played an important role in what I am now.

I have changed jobs since the Programme. When I started the Programme I was a project worker with Stonham and now I am a Housing Manager at NERS and yes I do feel the Mentoring Programme helped me a lot.

**Sihle Mapanda**

**Region: North East**

**Year: 2009-10**

My mentor, Julie Vickers, was wonderful and I still correspond with her from time to time. She gave me so much additional confidence and was really good at giving practical tips that were really effective- for example- taking a pad with bullet points you wanted to get over into job interviews. She is an absolutely lovely generous person who put so much time, care, thought and effort into helping me. I think it would be a good idea to have a mentee/mentor catch up meeting once a year.

I haven't changed my job as a result of the Programme- but I do feel much more confident and happy in my own skin – and that is down to Julie.

**Patty Hearne**

**Region: North West**

**Year: 2008-09**

It has provided the opportunity to reflect on my personal development and encouraged me to update my CV and identify gaps in terms of personal development.

**Mentee**

**Region: North West**

**Year: 2009-10**



The HDN Mentoring Programme enables staff to gain skills, knowledge and confidence, to develop their potential and overcome barriers to career progression, and improve diversity across the Housing Sector. This experience was offered to staff in 2009.

I applied for a position as I wished to develop my career in becoming a leader. At this time I had no leadership experience, but wanted to be in a position of confidence and increase my personal skills to take me to the next level. I have worked with the organisation for many years in different roles, but never felt confident in taking the next step to management.

I was given the opportunity to attend the programme, where I received one to one mentoring with Vanessa Connolly, Chief Executive Officer of Bedford Citizen Homes, this was followed up by group sessions. The experience has given me further confidence in what I want to achieve within my career and the areas I need to develop.

I completed the Programme in April 2010. In May 2010 the process of recruiting new mentees from the Housing Trust to take part in 2011 programme was rolled out and I was asked to attend the informal information session for people interested in taking part, doing a ten minute slot on what's involved and what I got out of the programme.

I have found the mentoring to be a great opportunity to gain confidence in my abilities and grow and requested the opportunity to expand on my experiences by attending a Management course to capitalise on my mentoring. Hopefully, allowing me to follow up on any opportunities that may present themselves for the Trust.

In June 2010, I had the confidence to apply for the secondment position of Registration Manager for a 12 month period. I was successful in my application.

In my recent appraisal it was noted "Dawn has made an excellent start in her role as Registrations Manager, she has taken to the role like a duck to water and has in the process inspired her team to embrace change and go beyond their traditional comfort zone. Dawn is developing into a confident and skilful manager who always supports her team and fellow management colleagues and has been a good source of support to me since I have taken on my new role as department Head".

**Dawn Kelly**  
**Region: East**  
**Year: 2009-10**



## MENTOR TESTIMONIALS

Always had an interest in developing colleagues internally and externally, expand my personal capacity, giving something back... people have invested in me .... So it kind of passes that on/pays back.

For my last mentee I think this was about giving confidence and thinking outside of their role and organisation and a bit of updating of leadership skills.

Good to take time out to think about people and organisations outside of my own.

**Helena Moore**  
**Region: Midlands**  
**Year: 2007-08**

I've always enjoyed being a Mentor on the Programme mentoring groups, individual mentoring and contributing to some of the learning sessions. It's been well organised with plenty of support available from HDN staff if needed.

I am a strong advocate of mentoring as part of overall on-going development. I first got involved when the Programme was COFEM because of my personal commitment to promoting diversity. Recognising the impact of the support of more experienced colleagues as I've gone through my own career, I valued the opportunity of offering this to others as I'd reached a stage where I had valuable experience and learning to share.

Everyone has developed in confidence, having greater belief in themselves and recognising that they are worth investing in. Some achieved promotion, others realised they wanted a change of direction, one passed his driving test!

I learned loads about organisational development and how this impacts on staff which is really useful in my role. It was a privilege to work with such talented enthusiastic people and it was definitely a mutually beneficial experience.

**Sharon Allen**  
**Region: Yorkshire & Humberside**  
**Year: 2006-10**



## MENTOR TESTIMONIALS

My 1st year mentoring on the Programme went really well. I was impressed with HDN set up for mentees. It took a while initially for things to happen, but at the end of the Programme I felt that there had been a very positive relationship with my mentee and we had made some break through in terms of direction for her future career.

My previous mentee had no really idea where she wanted to go, but a desire to change. After going through the course, she felt more positive and more focused on her career path. She also realised the full range of transferable skills she had and more confident to ask her employer to try a new avenue.

**Caroline Wagstaff**

**Region: London & South**

**Year: Since 2009-10**

The Programme was well structured and clear to follow both for mentors and mentees. The log books are useful tool to record conversations, actions and outcomes. The final meeting reviews the experience on both sides.

I wanted an opportunity to share knowledge and skills but also to learn from others about their experiences and how their organisations operate and support personal growth.

I understand that my mentee enjoyed our sessions, learnt a lot and was able to assimilate policy into his working practice ad make sense of some of the decisions being made.

Yes – enjoyed the contact with somebody new and the opportunity to share knowledge. A breath of fresh air!

**Deborah Stuart**

**Region: East**

**Year: Since 2009-10**

I very much enjoyed the Programme and found it to be very rewarding

It has re-enforced my thoughts on the benefits of assisting people and as a result I am now doing a Cert of Education to do teaching in the future. (PGCE)

**Jim Bradley**

**Region: North West**

**Year: 2009-10**



## MENTOR TESTIMONIALS

Well structured and effective. The introductory session for mentors was helpful in setting the scene and what was expected of mentors. The personality profiling was informative and enlightening.

I felt it was time to give something back. There are a number of people who have helped me along the way and I feel it important to share knowledge and experience.

My mentee secured a permanent position in his organisation – I think his confidence was boosted – his skills and knowledge were strong anyway.

It was a challenge for me and took me outside of my comfort zone – somewhat. It was great to be involved in one of the group sessions and meet the mentees as a group – there was a lot of real talent in the room – that was obvious to me. I was unfortunately unable to participate as a mentor for 2010/11 due to work commitments, but it is something I would definitely be interested in in the future.

**Tola Adesemowo**

**Region: North West**

**Region: 2009-10**

Excellent well thought out and structured for both mentee and mentor.

Because I wanted to give something back...I have always been fortunate to find informal mentors who have supported me in my career and I wanted to support others to do the same....I enjoy and feel privileged that I am a mentor and feel passionate about ensuring that everyone has a fair and equal chance at making the most of their talent...if I can support people in any small way to develop their confidence to harness their potential then that's reason enough for me!

This is the fourth year that I have taken part in the Programme. I can't take credit for any success that they have had as it is only them that can make the changes to develop their career, I am simply a sounding board but yes I have seen confidence grow and people develop both personally and in their career.

Yes it has helped me develop my listening and coaching skills. It has also helped me to understand the barriers people may face out there and that I need ensure I/we as an organisation try to identify and remove as many of these as possible to ensure everyone gets a chance to reach their potential and grow not only personally but also the business.

**Louise Harris**

**Region: North West**

**Year: 2007-08**



## MENTOR TESTIMONIALS

I can see that my mentees have felt supported and taken some real positives out of the relationship and I find the Programme does not impact unduly on the responsibilities of my job

To help people acknowledge their strengths and weaknesses (and deal positively with them) in an independent, non-threatening way that can assist them to become a more valued and viable employee and helps them realise their potential quicker. Many people underestimate their skills and focus lots on their weaknesses, whilst some people can't see their weaknesses at all. Having an independent view on these things helps mentees understand themselves from other's perspectives and helps them realise what things about themselves they need to promote and what things they need to work on. Also, having to explain your thinking with examples from my own life and career have helped me discover things that I never realised about myself which has made me more self-aware and hopefully a better leader and manager.

**Terry Bonner**

**Region: North West**

**Youth: Since 2008-09**

Overall I have found the Programme to be well organised and mentors well matched with mentees. One mentee in particular worked with me re career options and to see them acknowledge skills and knowledge that they did not realise they had and gain confidence in their own skills. Although not successful in gaining outside promotion, they did receive internal promotion something they would not have applied for without the mentoring session.

I can see the difference it can make I am an advocate for promoting mentoring in our Association. I feel proud of all my mentees because you can see and so can they the journey they have taken.

**Maureen Baker**

**Region: East**

**Year: Since 2007-08**



## MENTOR TESTIMONIALS

The training programme provided for mentors was very good. Also I have attended some of the classes for the mentees, and they again are very useful. Overall I think the Programme is excellent.

All the mentees seems to have gained in confidence, and identified which career path they would like to pursue. It very much feels like you are providing support, and helping them to decide which way they would like to progress, it is an enabling role.

As I manage staff, and carry out appraisals and produce staff development plans, the mentoring has helped me with this area of my work. In particular I am much more aware of needing to listen, and help the mentees to reach their own decisions, rather than making suggestions for them. It has been good to be reminded of this, and implement this with my own staff.

**David Lovelady**

**Region: North West**

**Year: Since 2007-08**