

2023-24



WORKSHOP THREE

RESOURCES

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Take some time to get used to the problem



When you are first confronted with a problem, it can all seem daunting. You panic, your face turns red, you can't think straight, or you start sweating.

Don't dive right in when you feel like that. Take a break, go for a walk, ask for some time to think things over, close your eyes for 10 minutes, or even hit the gym.

Whatever you do, give yourself some time to get used to the problem.

If your house is on fire, then you can panic and just jump out the nearest window. But sometimes it helps to stop for a moment, realize the fire is really just a candle that tipped over, and that you are living on the fourth floor of an apartment building, holding a glass of water.

Define the problem

When you first hear about the problem, it might seem overwhelming and complicated. Start with finding out what the problem really is.

Ask people to explain it to you a few times. Keep asking questions to really get to the root of the problem.

Then go ahead and explain the problem to someone else, just to make sure you really understand it. Often times, simply formulating the problem and explaining it to others can help you understand it better. And that is the first crucial step to solving a problem.



Put things into perspective



No matter how awful your situation may be, rest assured that someone else has been through the same thing.

It is important to realize how your situation compares to the rest of what you are doing, and how bad it really is compared to all the good things in your life.

Is your house still on fire?

Well, that sucks. But, luckily, your family is already safe outside, your house is insured, and you wanted to clean up the place anyway.

See, this isn't a problem at all, but a great opportunity.

Make the problem worse (optional!!)

This may sound like bad advice, but sometimes when you can't get out of something, you might as well dive all the way in.

Did you just get fired?

Well, there's no solution to that, so you might as well embrace your new situation and also sell your house, plan that trip around the world, and write that book you've always wanted to write.



Divide the problem into smaller pieces

That one big problem you've just been confronted with is usually a combination of smaller problems that require small steps and easy solutions.

Start with finding out what the best- and worst-case scenarios are.

Then think about what the most realistic scenario is.

Then divide up the problem into smaller problems and find a solution for every little thing.

As you are going through these motions, you'll slowly turn your focus to the solutions, rather than being blinded by the problem.

Look at it in a positive way

The last piece of advice is to just take the pain and enjoy your problems. It is very naïve to think you can lead a life without problems.

Problems are just part of what you do, and the bigger you dream, the bigger the obstacles will be.

The best writers, artists and entrepreneurs have led lives filled with personal challenges and problems. And despite all those problems, or because of them, they were able to do great things.



Space for you to work through some of those stages above about any change happening

Problem Solving

Building your inner coach – Brett Ledbetter



<https://www.youtube.com/watch?v=q7a5TlzOmeQ>

Think about the voice in your head:

Would you talk to your best friend like that?
Would you talk to anyone like that?

Start to use the voice in your head for more positive interactions.

Are you stupid because you forgot something?
No, forgive yourself and move on

Use the inner voice to list your achievements, not just point out your mistakes

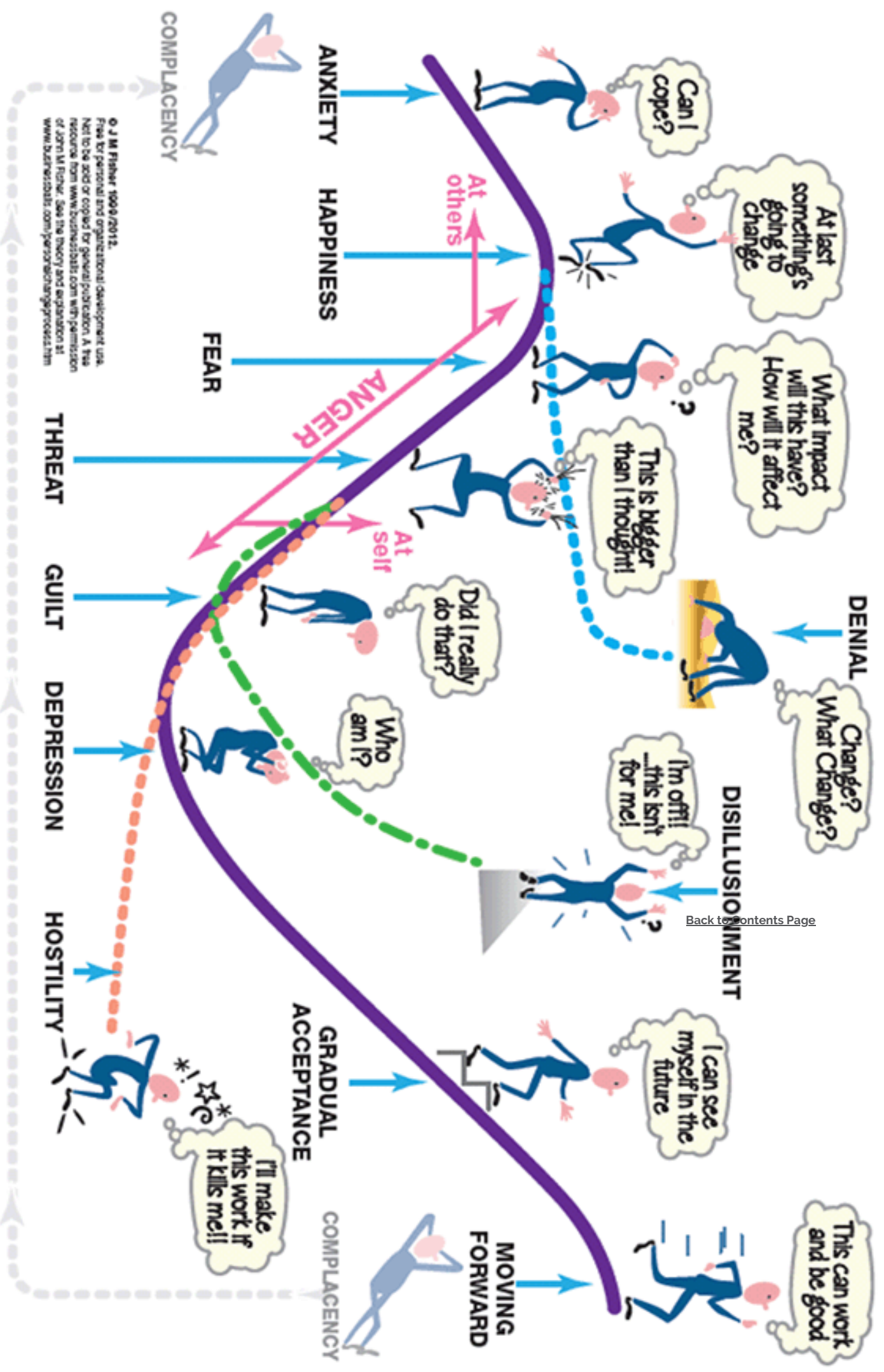
Try to make the inner voice something you would be happy to share with others, this will take time!

What kind of things does your inner voice say currently?



Now, let's practice a few ways to turn those around; imagine talking to your best friend, or child or relative!





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Anxiety

Things are out of our control - we cannot imagine the future at the moment.
We do not understand what the changes will mean in terms of work and behaviour.



Happiness

Relief that things are going to change, we all know when things can work better at work! This may validate how you have felt, so we expect a brighter future.
We need to manage this - as not all changes will eliminate all problems!

Fear

Fear of change, fear of what the changes will be, how they will act and work.

Threat

A change in work, could be perceived as a change in lifestyle and so self perception etc. Not knowing how to do things makes us feel out of place and vulnerable.

Guilt

Self reflection around change can lead to guilt over past behaviour in light of new information

Confusion (was Depression)

Not clinical depression, but a low mood and motivation driven by confusion and lack of clarity.



Gradual Acceptance

Starting to make sense of the new situation, trying new methods and thought processes.

Moving Forwards

Have worked out the best way forwards, and feeling positive about it.

Some of the "off shoots" - danger zones:

Disillusionment

When the changes feel like they are not in your best interests, or mean your role/organisation no longer fit with your values. Sometimes the only solution to this is to leave.

Denial

Ignores the change and what is required of them.

Anger

Can come at many places in the change curve and can be anger outwards at the people forcing the change or inwards at your own mistakes

Complacency

Laid back, not interested and not engaged in the team and coasting through the job. They won't move forward in this stage at all.

Confidence



Learn from mistakes

- Own your choices
- the consequences
- reflect on the past
- learn



Remind yourself

of the times:

- You have made brave decisions,
- stepped out of your comfort zone before
- achieved something amazing.

Remember them!

Write them down, have pictures to remind you, envisage them.

Surround yourself with support

- Family,
- friends,
- colleagues,
- mentors,
- A good network can support you and cheerlead you



Permission

- Give yourself permission to take risks
- step out of your comfort zone
- try a new challenge

Be childish

- Get in touch with your inner child
- have fun.
- Be curious.
- Be a little less risk averse



Choose your mindset

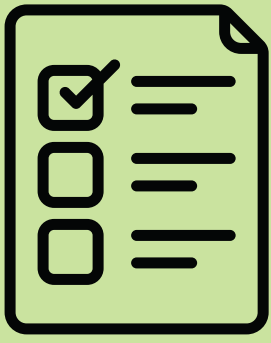


- Growth mindset.
- Talk to yourself positively
- Be your own cheerleader
- Put yourself in a good mood when you need to (playlists, reminders of achievements etc)

Define yourself positively

- Feel good
- Look good.
- Be authentic - and accept who you are
- Use the inner voice to be kind to yourself





Have a look at the headlines of the big changes that are happening. Spend some more time researching if you need to know more.

Now make some notes about how this will affect your role.

Are there opportunities you could see?

CHANGES TO THE SECTOR

Social Housing Reform Bill

- To be safe in your home
- To know how your landlord is performing
- To have your complaints dealt with promptly and fairly
- To be treated with respect, backed by a strong consumer regulator for tenants
- To have your voice heard by your landlord
- To have a good quality home and neighbourhood to live in
- To be supported to take your first steps to ownership

Better Social Housing Review

1. Every housing association, and the sector as a whole, should refocus on their core purpose and deliver against it.
2. Housing associations should work together to conduct and publish a thorough audit of all social housing in England.
3. Housing associations should partner with tenants, contractors and frontline staff to develop and apply new standards defining what an excellent maintenance and repairs process looks like.
4. The Chartered Institute of Housing should promote the traditional housing officer role as a supported and valued employment opportunity with a Chartered Institute of Housing recognised programme of training and continuing development.
5. Housing associations should work with all tenants to ensure that they have a voice and influence at every level of decision making across the organisation, through both voluntary and paid roles.
6. Housing associations should develop a proactive local community presence through community hubs which foster greater multi-agency working
7. Housing associations should support tenants and frontline staff to undertake an annual review of the progress each organisation is making in implementing this review's recommendations.

CIH Professional Standards

- Integrity
- Inclusive
- Ethical
- Knowledgeable
- Skilled
- Advocate
- Leadership

Some links for you to read and find out more about the changes coming to social housing:

<https://www.cih.org/professional-standard>

<https://www.cih.org/media/1dnnuxob/0472-prof-standards-framework-v2.pdf>

<https://www.iffresearch.com/resources/the-social-housing-white-paper-definitive-guide/#:~:text=The%20social%20housing%20white%20paper%2C%20or%20%E2%80%9CThe%20Charter%20for%20Social,%2C%20complaints%2C%20safety%20and%20ASB.>

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1128222/20231010_CR_implementation_plan.pdf

<https://www.bettersocialhousingreview.org.uk/about-the-review/>

<https://www.housing.org.uk/resources/communications-and-influencing-network--better-social-housing-review/>

Here are some TED Talks to listen to/ watch to help you investigate your confidence:

Get comfortable with being uncomfortable |
Luvvie Ajayi

How to build your confidence – and spark it in
others – Brittany Packnett

Talks to give you a confidence boost - a playlist

[https://www.ted.com/playlists/259/talks_to_give
_you_a_confidence](https://www.ted.com/playlists/259/talks_to_give_you_a_confidence_boost)

If you have any suggestions you want to share with us all of Ted Talks you have enjoyed, email them in to us or start a conversation on Pushfar!

RECOMENDED POD CASTS

Oprah's Super Soul

<https://open.spotify.com/show/onMF1JL5tNJW7BoteIFWxV>

How to Build a Happy Life

<https://open.spotify.com/show/44vtkPicxYPd5SJDvr8SCy>

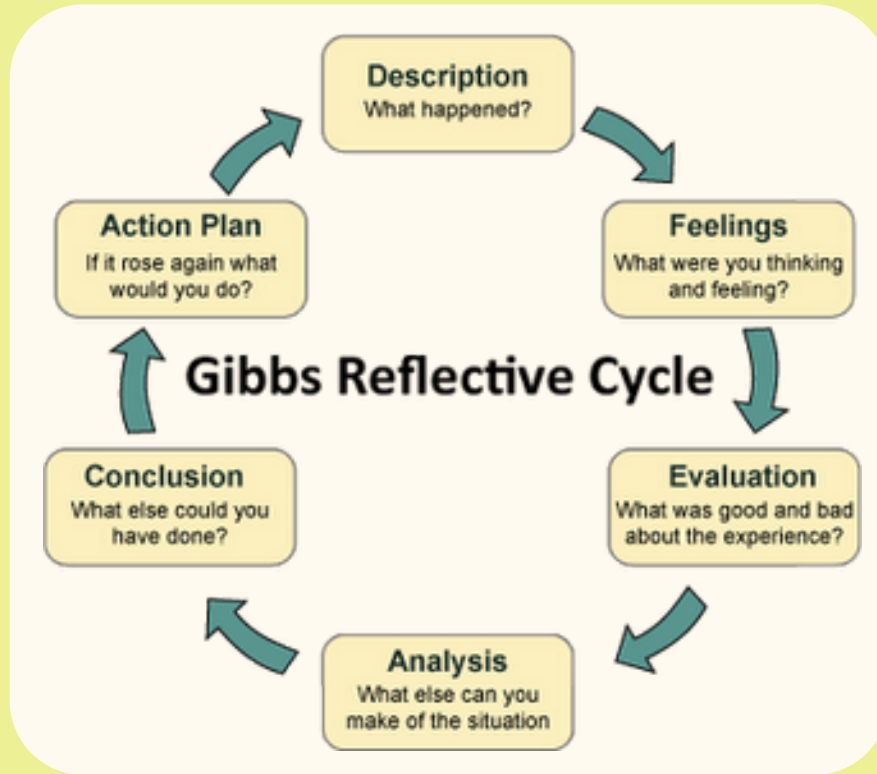
The One You Feed

<https://open.spotify.com/show/4byxEuJGV8xnxlgoqHQxxs>



Introducing a slightly more robust and advanced reflection technique, but if you want more than the previous resources, this will be a stretch.

REFLECTIONS





Don't hesitate to get in touch if you want more information or support during your journey:

General queries to HDN and the Mentoring team;

CONTACT



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