



STAFF MENTORING PROGRAMME 2022 – 2023

Workshop Two - Your Environment


Jan 2023



WELCOME

Thank you for joining us in the Staff Mentoring Programme

[Back to Agenda Page](#)



“I still have a little impostor syndrome... It doesn't go away, that feeling that you shouldn't take me that seriously. What do I know? I share that with you because we all have doubts in our abilities, about our power and what that power is.”

Michelle Obama

GROUND RULES

We want to create a safe space in which we can work and learn together:

- Treat everyone with respect
- Be considerate of diverse personal experiences, backgrounds and needs
- Encourage each other to contribute
- Challenge ideas, not individuals
- Ask questions, share your views and give feedback
- Keep your video on and audio off unless speaking



WHAT WE WILL COVER TODAY...

- The housing sector, challenges and changes
- How our identity affects those we work with
- Biases
- Benefits of Diversity
- Communication styles



[Back to Contents Page](#)

GUEST SPEAKER

BARRINGTON BILLINGS

Chair of the Board

**Manningham Housing association,
Bradford**



[Back to Contents Page](#)

BREAK

see you in 15 minutes!



[Back to Agenda Page](#)

OUR IDENTITY



SO...WHO AM I?



SO...WHO AM I?

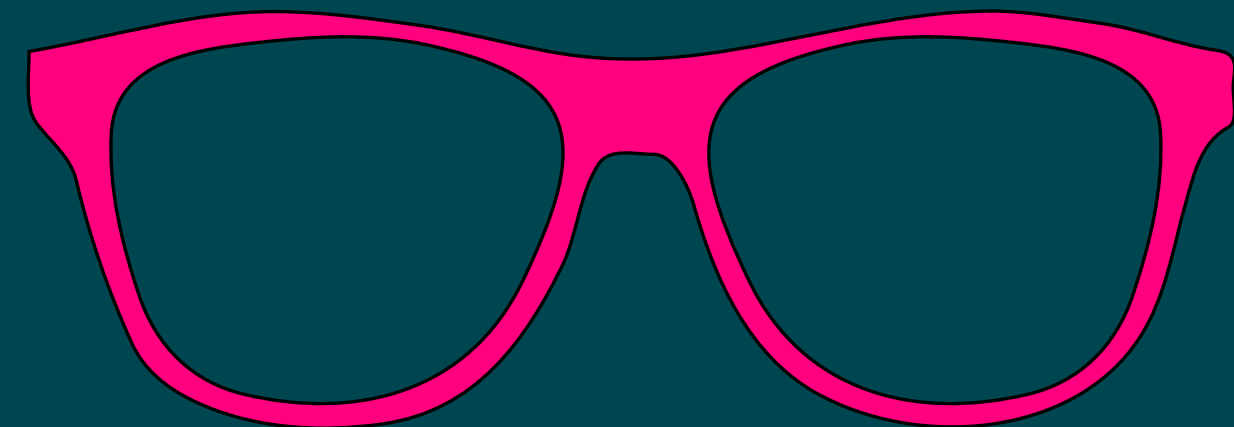
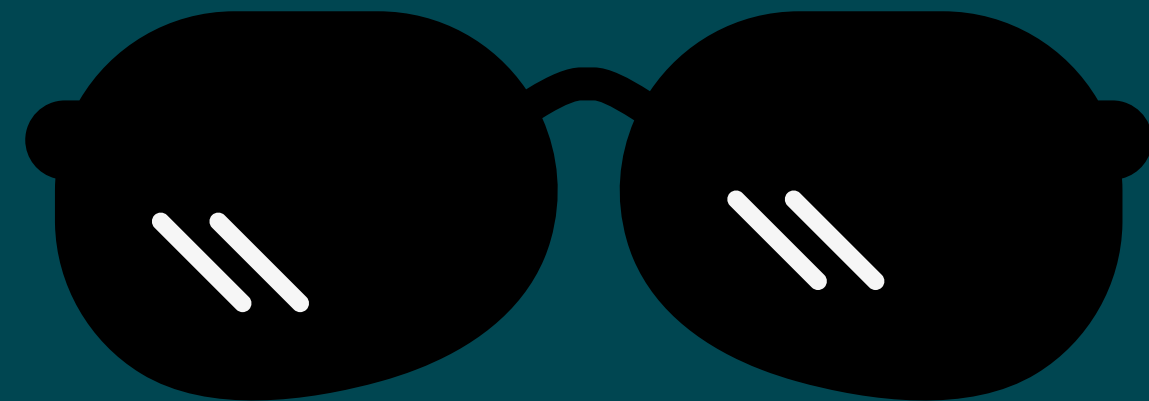
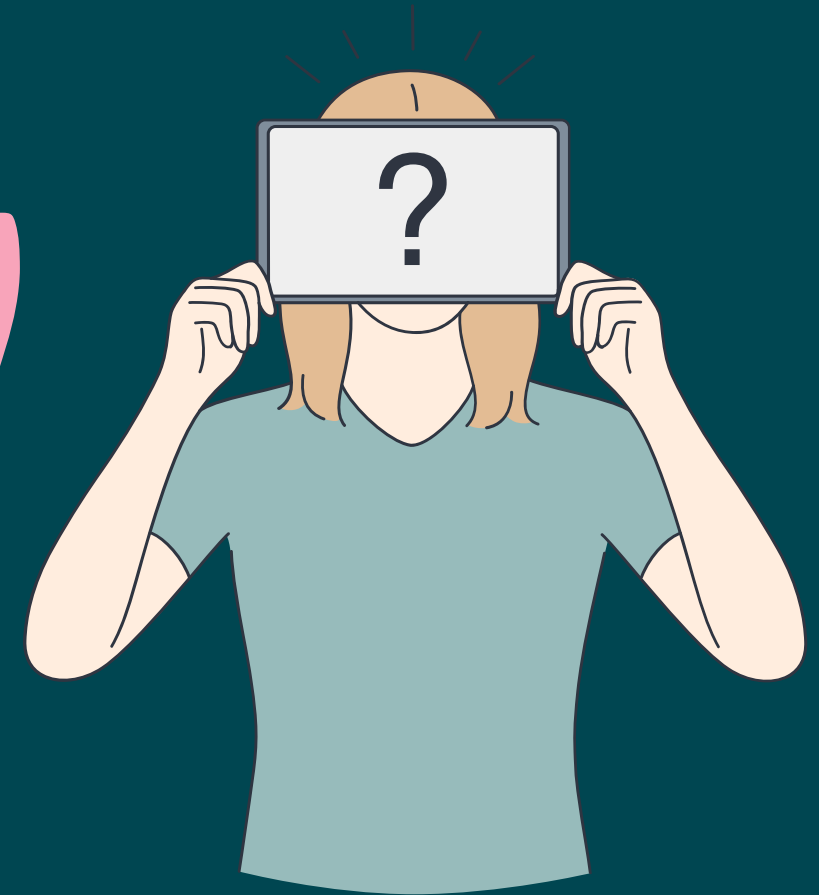
- Female
- northern
- grew up in Bradford
- Educated
- child of a single mother
- grand parents migrated here
- white
- mother
- wife
- friend
- brought up christian
- love scifi
-

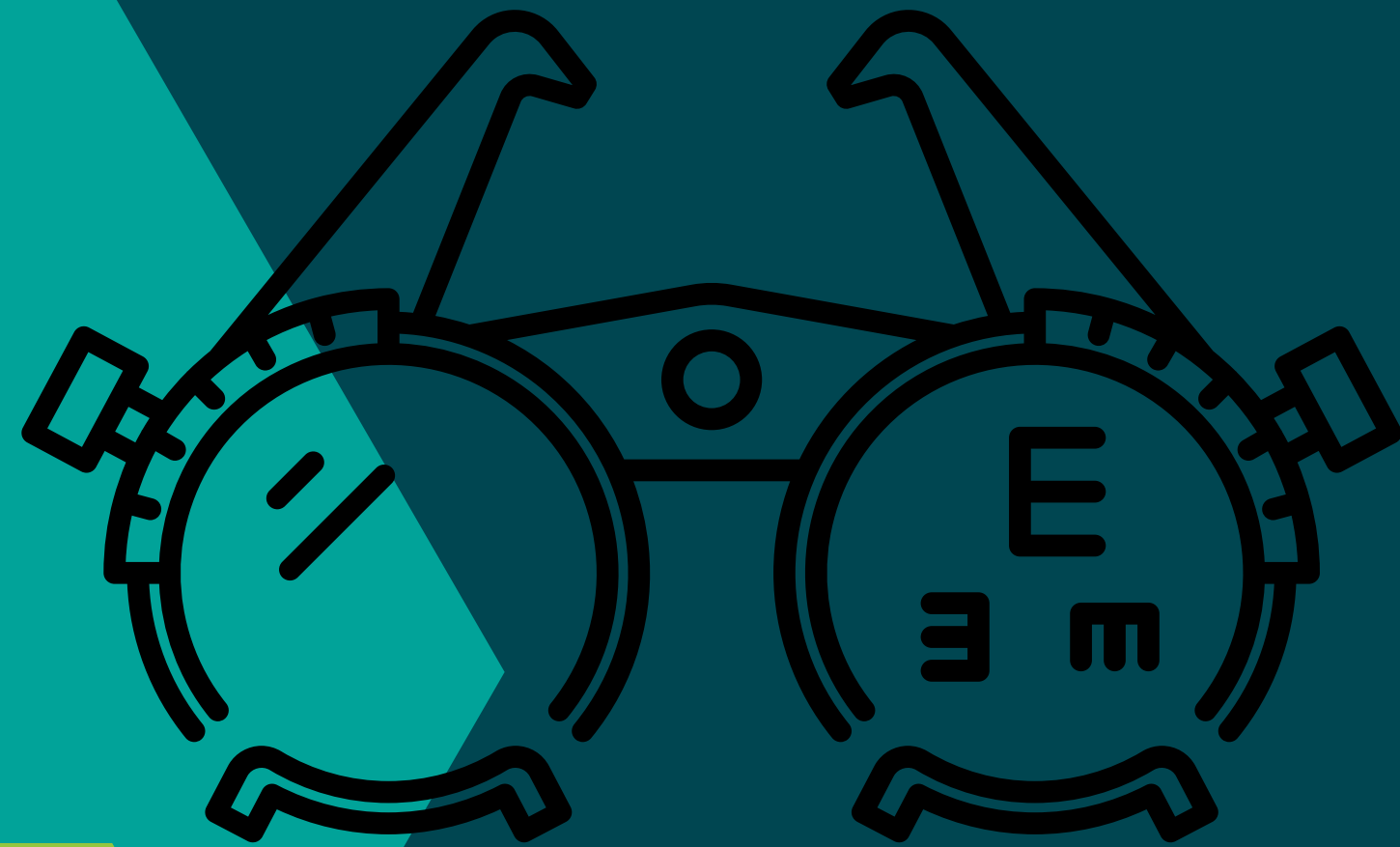


SO...WHO AM I?

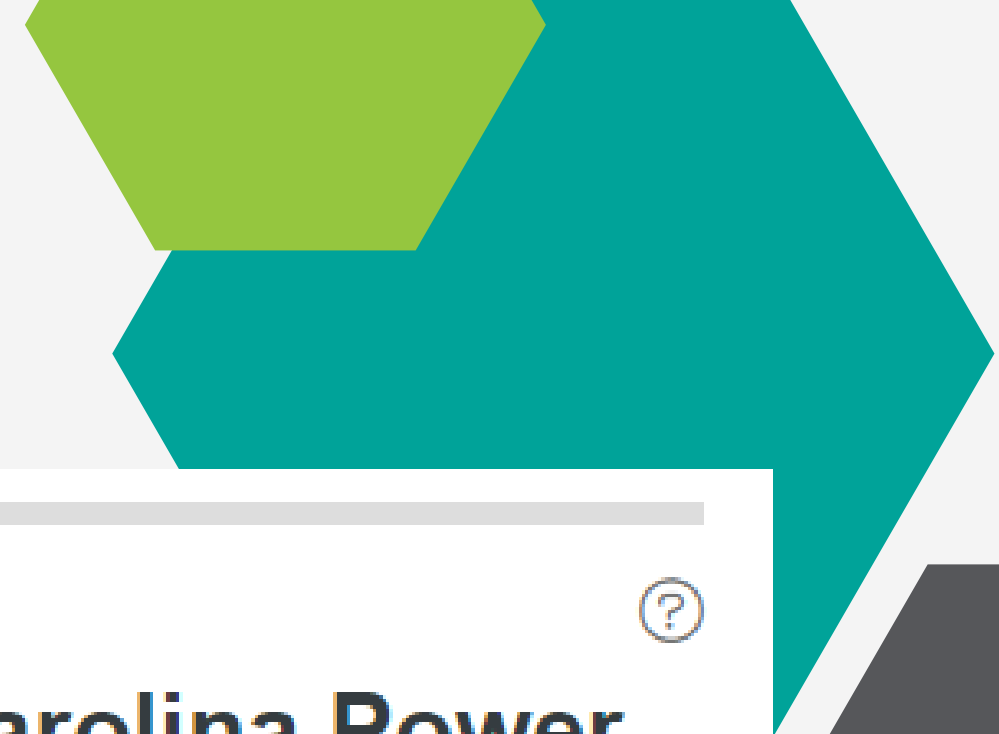


- Female
- northern
- grew up in Bradford
- Educated
- child of a single mother
- grand parents migrated here
- white
- mother
- wife
- friend
- brought up christian
- love scifi
-





Each part of our identity
changes our vision of the
world a little more!



Taylor Shook / USA Today Network

HEADLINE ROUNDUP



What Motivated the North Carolina Power Station Attacks?

In the absence of a clear motive, some are speculating that an attack on North Carolina substations was meant to thwart a nearby drag show, but there's no hard evidence of that. The Theory...

From the Left

On social media, a theory persists about North Carolina power outage

NBC News (Online)     

From the Center

Emily Rainey Photo With Sheriff Amid North Carolina Outage Raises Questions


Newsweek     

From the Right

No Motive Known in Attack on NC City's Power Grid, But NBC Hypes Possibility Conservatives to Blame

Townhall     

THERE IS A SUGGESTION YOUR SERVICES GO ONLINE ONLY



That's great!
It will save money
Be more efficient
Good GDPR practices
24/7 accessible
No paper - better for environment



THERE IS A SUGGESTION YOUR SERVICES GO ONLINE ONLY

That's great!
It will save money
Be more efficient
Good GDPR practices
24/7 accessible
No paper - better for environment

But...

- Not everyone has cheap and reliable access to the internet
- They may only have a phone - making forms tricky to navigate
- English might not be their first language or they may struggle with literacy
- They might have a disability that would make filling in forms difficult
- They might be PC illiterate

YOU ARE ORGANISING YOUR TEAM AWAY DAY, AND DECIDE ON A HIKE FOLLOWED BY BEERS IN THE PUB

Yes!

I love the outdoors

I don't drink but the pub is nice after
a walk

Really fancy a full day out with my
team

YOU ARE ORGANISING YOUR TEAM AWAY DAY, AND DECIDE ON A HIKE FOLLOWED BY BEERS IN THE PUB

Yes!

I love the outdoors

I don't drink but the pub is nice after
a walk

Really fancy a full day out with my
team

But...

Sally looks after her dad and can't stay out all
day

Eesa uses walking sticks, so the terrain might
not be easy for him

Karl used to be an alcoholic, so avoids being in
pubs

You've booked it in half term so it is hard for Su
as she looks after her kids

BREAKOUT ROOM

In your groups discuss the situations below:



An event finishing late at night

Holding a meeting in a place of worship

Sending out important information to your customers

Advertising a new job

[Back to Contents Page](#)

BENEFITS OF DIVERSITY



BENEFITS OF DIVERSITY

#1: Variety of different perspectives

#2: Increased creativity

#3: Higher innovation

#4: Faster problem-solving

#5: Better decision making

#6: Increased profits

#7: Higher employee engagement

#8: Reduced employee turnover

#9: Better company reputation

#10: Improved hiring results



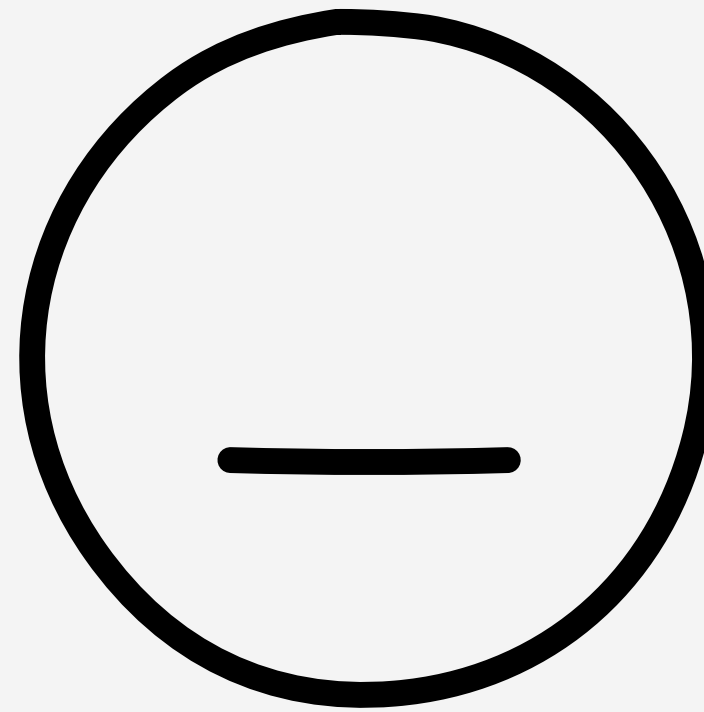


COMMUNICATION



Aggressive

I'm okay
and you're not



Passive

You're okay
and I'm not



Assertive

I'm okay and
you're okay



People who use an aggressive communication style are often

perceived as:

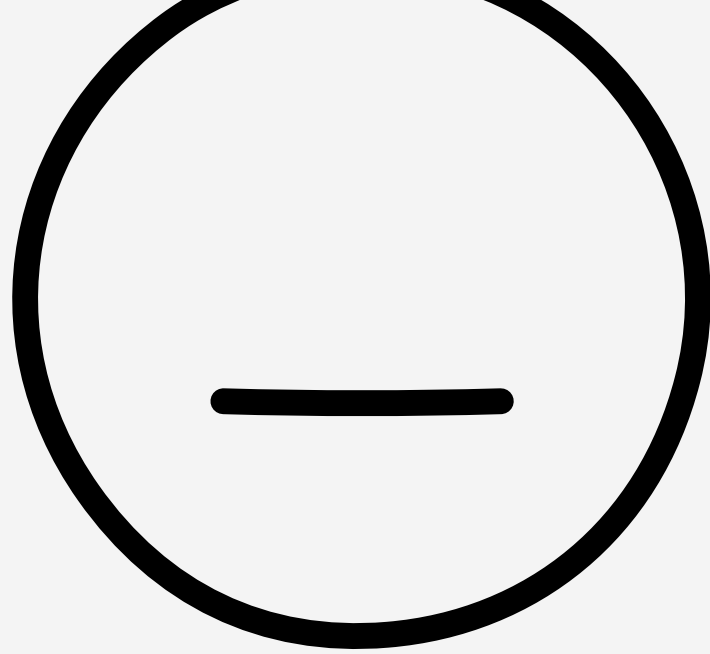
- Judgemental
- Domineering
- Demanding
- Critical of others behaviour
- Lacking empathy



AGGRESSIVE

Non-verbal communication associated with an aggressive style includes:

- Standing with arms crossed
- Breaking personal space boundaries
- Eye-rolling
- Looking disinterested when others are sharing their needs.



Passive communicators may:

- Want to be accepted
 - Need to be liked
- Allow others to choose for them
- Be perceived as passive and timid.



PASSIVE

Non-verbal communication
associated with being passive:

- Looking down or away
 - Using a quiet tone
 - Remaining silent
- Physically moving away from a confrontation
- Showing nervousness with tics, sweating, shaking, and facial expressions.



Assertive communicators try their
best to be:

- Sincere
- Honest
- Tactful
- Non-judgmental
- Supportive..



ASSERTIVE

They may be perceived as being:

- Poised
- Good natured
- Emotionally mature



ASSERTIVE

- Open in expressing wishes, thoughts and feelings and encouraging others to do likewise
- Listen to the views of others and respond appropriately, whether in agreement with those views or not
- Accept responsibilities and be able to delegate to others
- Regularly express appreciation of others for what they have done or are doing
- Be able to admit to mistakes and apologise
- Maintain self-control
- Behave as an equal to others.

BREAKOUT ROOM

Think about how you
communicate:



What style do you mostly use?

Are there ways of changing how you communicate?

How do people around communicate with you?

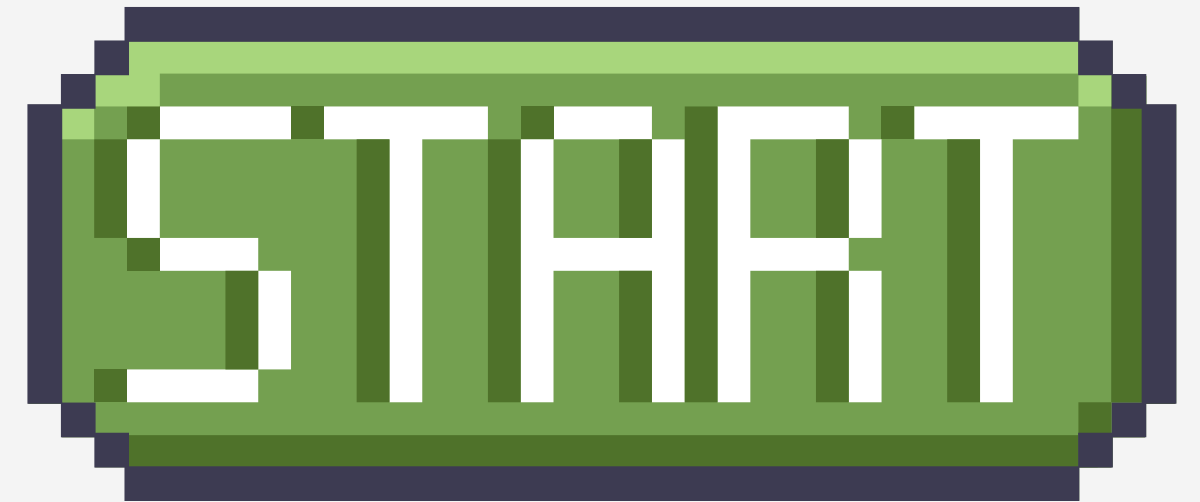
[Back to Contents Page](#)

What you are going

- **Stop**
- **Start**
- **Continue**

after todays session.

**What will you take away from
today?**



STEP OUT OF YOUR COMFORT ZONE?

**We have opportunities to speak in front of
your peers at two events:**

- **The graduation event**
- **Workshop 3**



**All volunteers to contact me on
ruth@housingdiversitynetwork.co.uk**

QUESTIONS?



If you think of something later, please contact us on:

mentoring@housingdiversitynetwork.co.uk

[Back to Contents Page](#)