



Staff Mentoring Programme 2023 – 2024

Workshop Two - Your Environment

Jan 2024

“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...

- **How our identity affects those we work with**
- **Biases**
- **Benefits of Diversity**
- **Communication styles**



[Back to Contents Page](#)

Guest Speaker

Jon Daley

G2M Group



[Back to Contents Page](#)

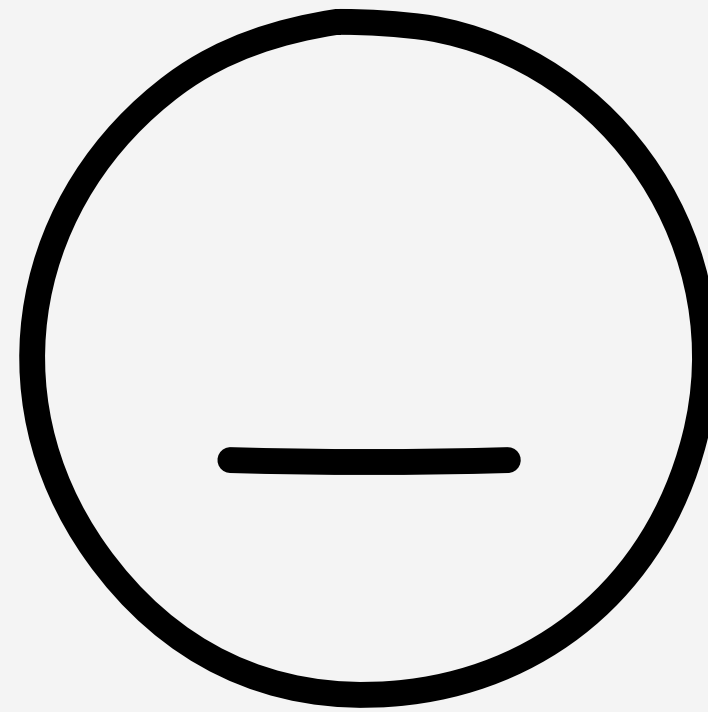


Communication



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:

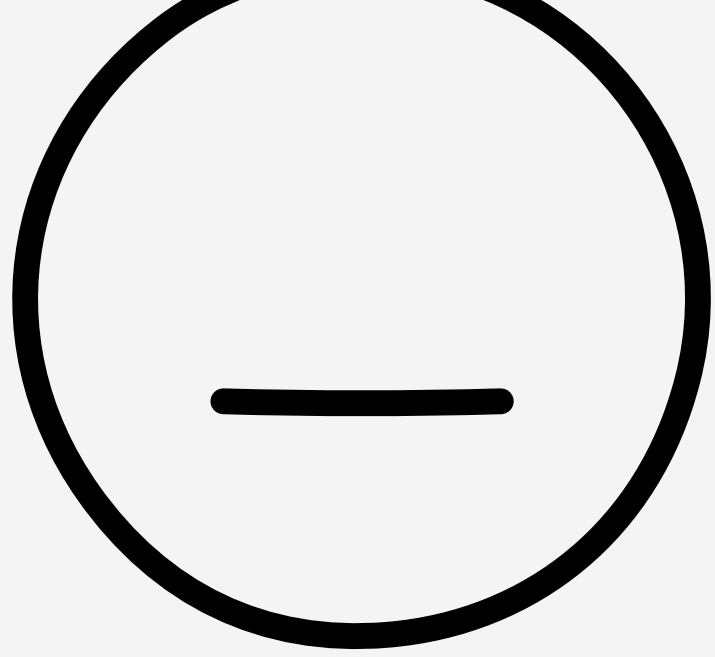
- Judgemental
- Domineering
- Demanding
- Critical of others behaviour
- Lacking empathy



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](#)

Empathy



break

see you in 15
minutes!



[Back to Agenda Page](#)

Lyn Bowker

Equalities and Diversity Manager, Riverside



Our Identity



so...who am I?



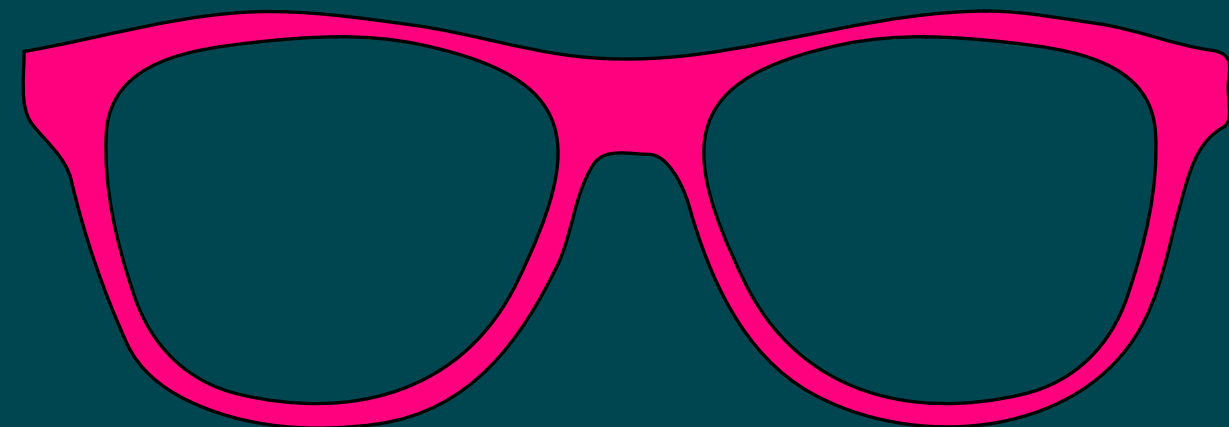
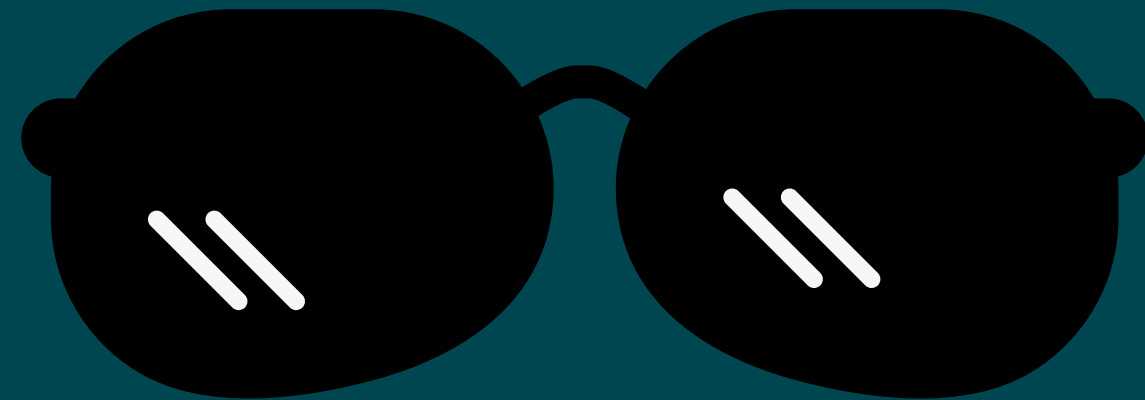
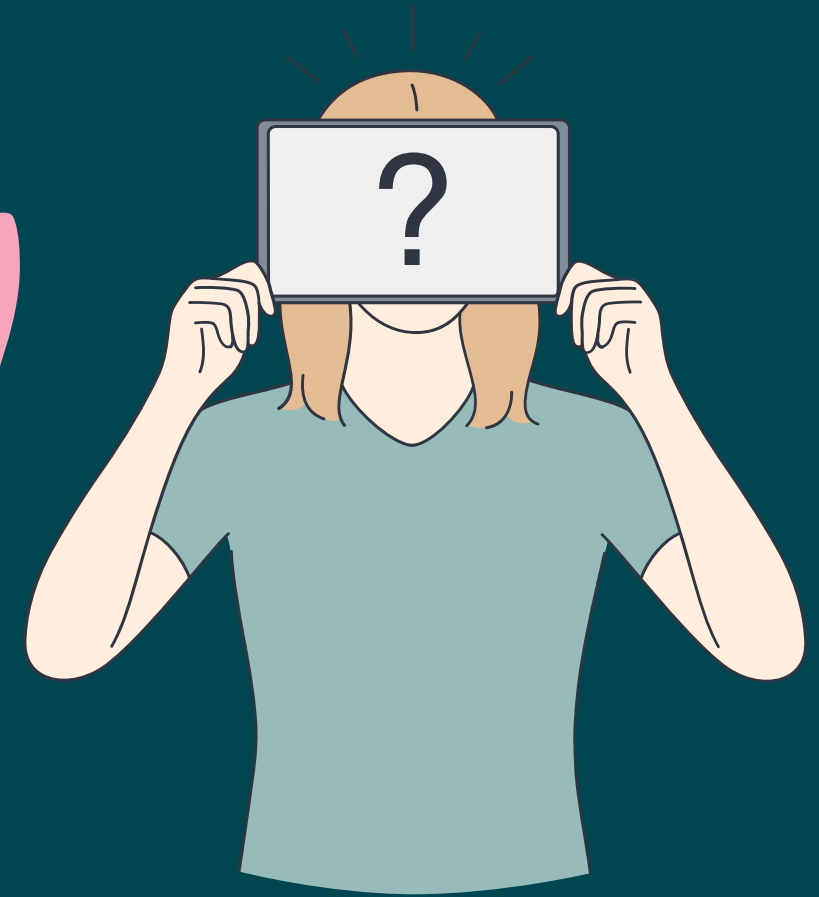
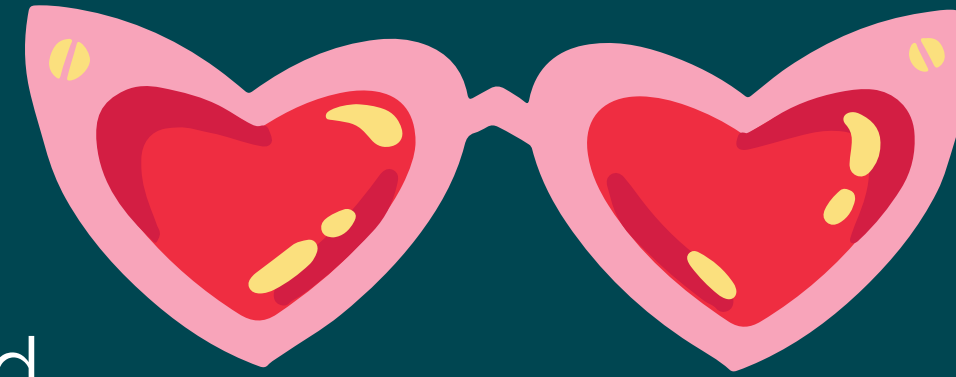
so...who am i?

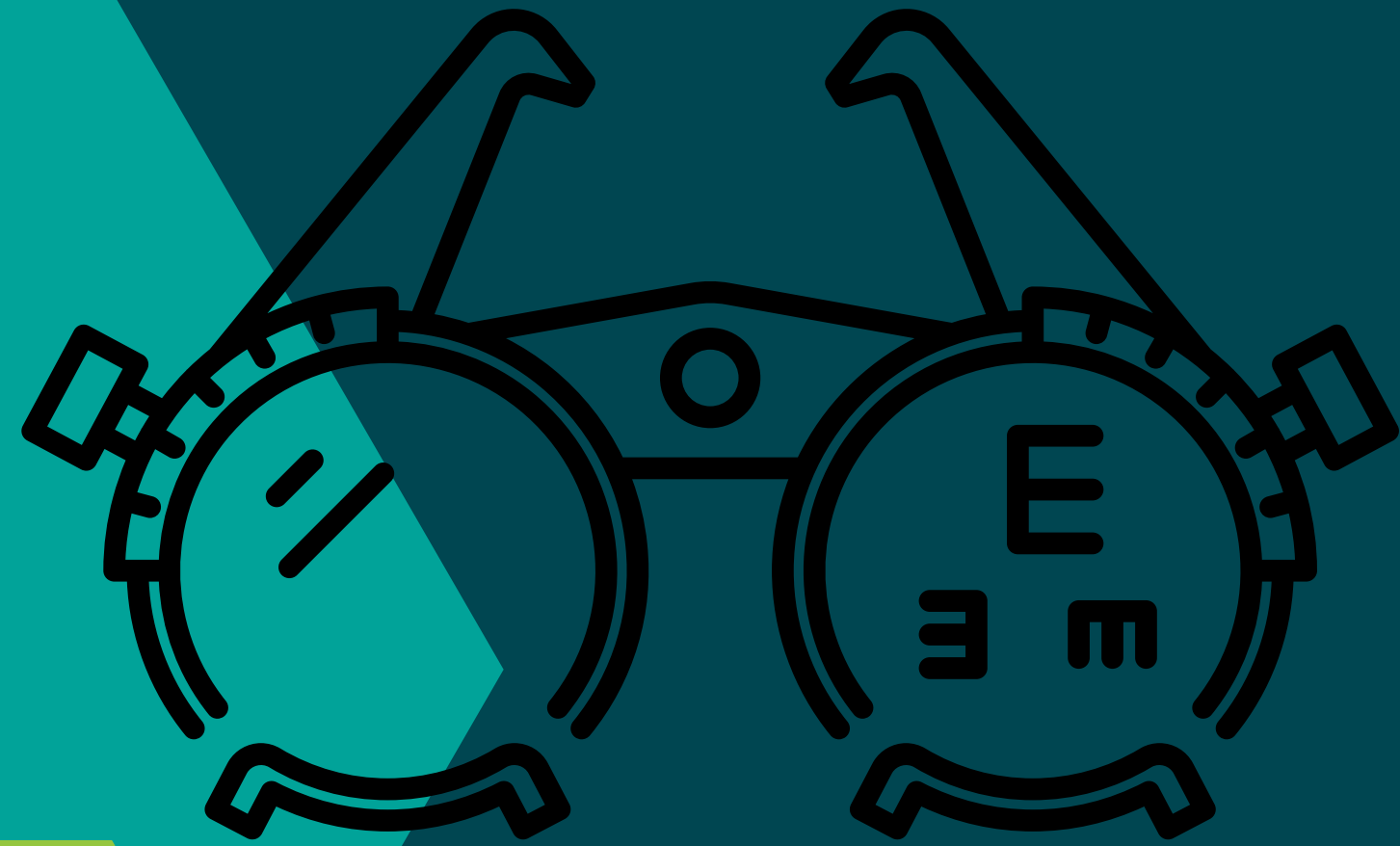
- Female
- northern
- grew up in Bradford
- Educated
- child of a single mother
- grand parents migrated here
- white
- mother
- wife
- friend
- brought up christian
- love scifi
-



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!



Asylum Seekers

Feel Happier in Britain - 80%

Feel the same in Britain - 10%

Are sadder living in Britain - 10%

**Asylum supportive reading -
Most Asylum seekers are happier in Britain**

**Against Asylum reading -
1 in 10 asylum seekers hate Britain**





Privilege

a benefit enjoyed by an individual or group
beyond what's available to others





Intersectionality



"Intersectionality is a metaphor for understanding the ways that multiple forms of inequality or disadvantage sometimes compound themselves and create obstacles that often are not understood among conventional ways of thinking."



Intersectionality



1976 - Emma DeGraffenreid, a black woman, sued General Motors for discrimination.

The judge argued and found she (and others) had not faced discrimination as GM employed black men and white women. Black men in the factory and white women in the offices.

He refused them the right to combine the cases.

This later found the basis for the idea of intersectionality, how the joining, merging of disadvantages, provides a different experience.

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



Confidence



Confidence

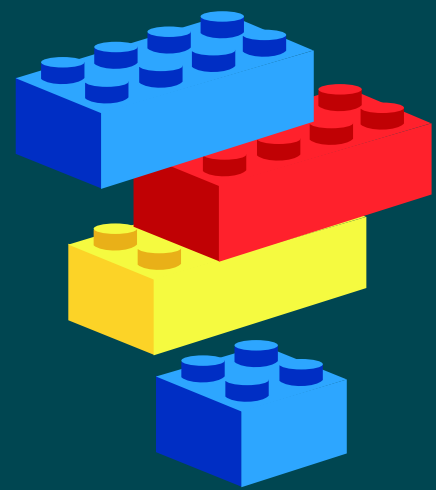


a feeling of trust in one's abilities, qualities, and judgement

Building Confidence

Learn from mistakes

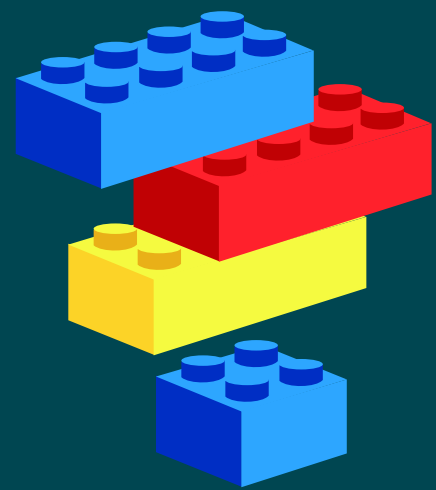
Own your choices and the
consequences, reflect on the past
and learn



Building Confidence

Remind yourself

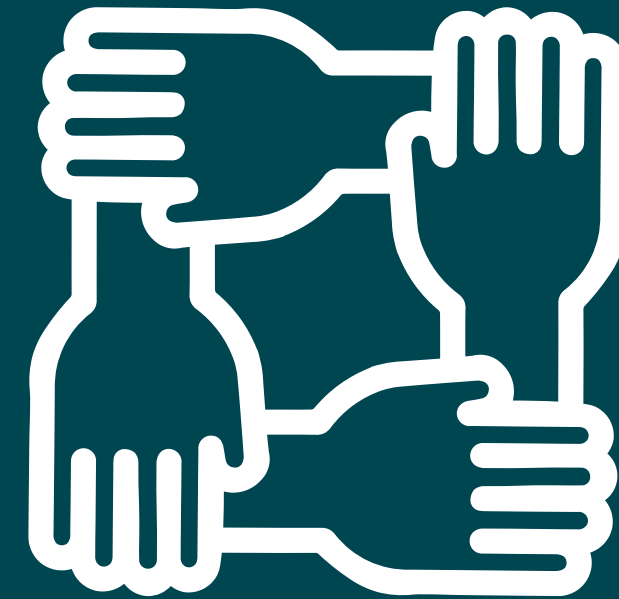
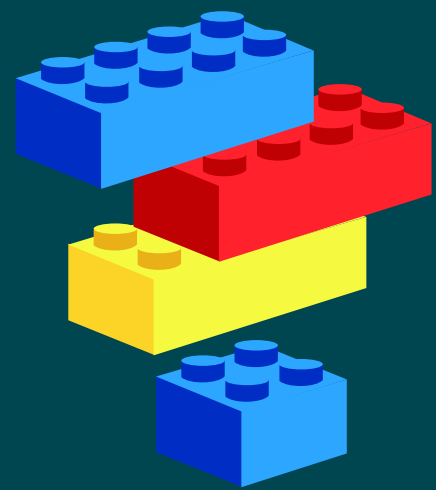
You have made brave decisions,
stepped out of your comfort zone
before or achieved something
amazing.
Remember them!



Building Confidence

**Surround yourself
with support**

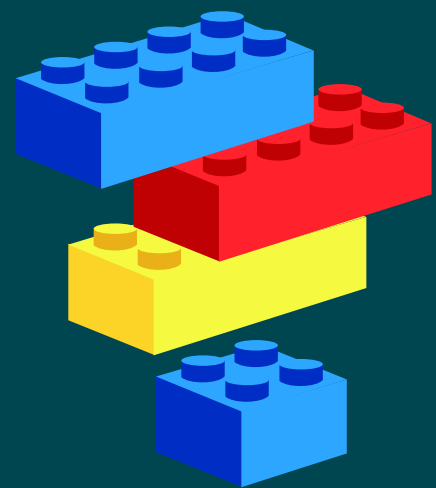
Family, friends, colleagues,
mentors,



Building Confidence

Permission

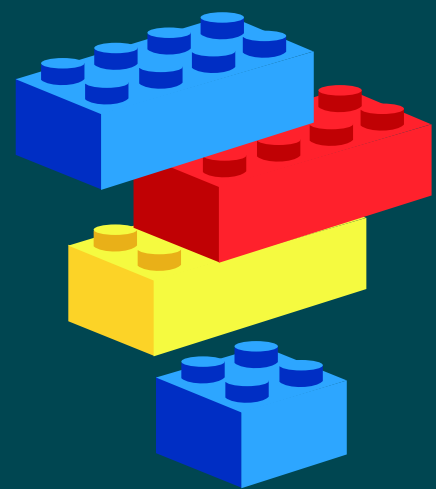
Give yourself permission to take risks, step out of your comfort zone, try a new challenge



Building Confidence

Be childish

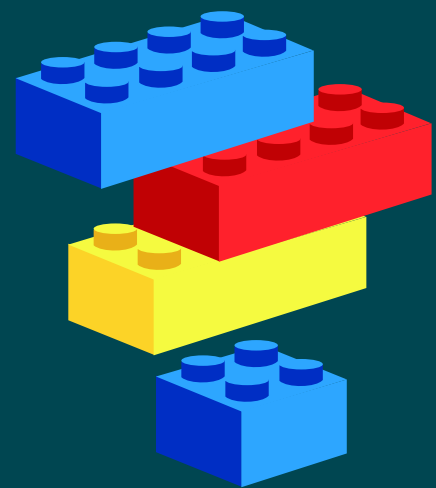
Get in touch with your inner child
and have fun. Be curious.



Building Confidence

Choose your mindset

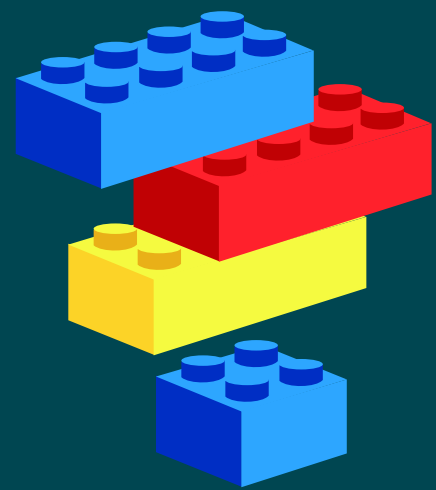
Growth mindset.
Talk to yourself positively.



Building Confidence

**Define yourself
positively**

Feel good, look good.





Imposter Syndrome

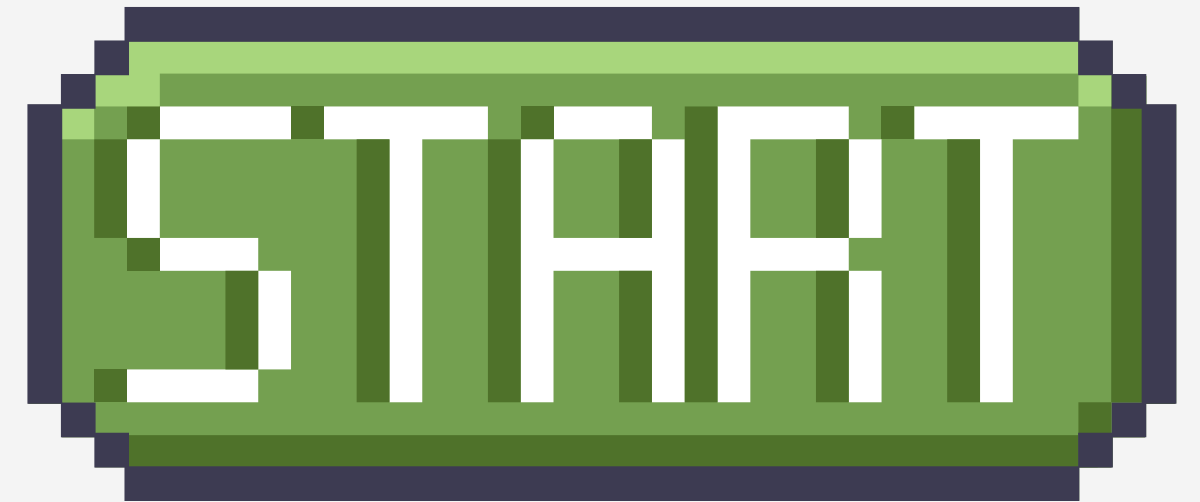
70% of all people will feel this at some point

- Share your feelings.
- Focus on others.
- Assess your abilities.
- Take baby steps.
- Question your thoughts.
- Stop comparing.
- Use social media moderately.
- Stop fighting your feelings.
- Refuse to let it hold you back.

What you are going

- Stop
 - Start
 - Continue
- after today's 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](#)