



## HDN Mentoring Programme Class Two Welcome!

Sue Waterall

## Groundrules

- Ask any questions
- Respectful challenge
- Share any concerns
- Be open to learning different things
- Lean in ... reach out ... embrace ....
- And have fun!

## Agenda

- Warm up
- Mentoring experiences and STARR
- Teamworking & practical exercises – Jonathan Chalstrey
- PPI – Understanding ourselves and others
- Effective leadership and managing change – Kate Forrester & Roisin Ahmed
- Dealing with difficult colleagues – Jonathan Chalstrey
- Lean in to Class 3

## Mentoring Experiences

## The **STARR** technique – identifying transferable skills

- Situation
- Task
- Action
- Result
- Reflection



## Teamworking ... and dealing with difficult colleagues



Jonathan Chalstrey  
Housing Diversity Network



CIPD | People Management Awards 2016



Choose who you want to be!

### Personality Performance Indicator (PPI)

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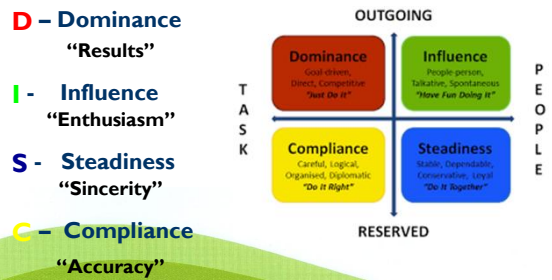
- A work based personality profiling tool
- Developed from the original work of Professor William Moulton Marston
- To be used positively as a springboard for discussion
- Helps us understand ourselves ... and others
- Values the diversity of approaches and behaviours

### PPI Charts

- Basic behaviour chart – This chart represents your 'normal' behaviours when in an ordinary frame of mind and not subject to any special pressures or concerns.
- Potential work behaviour – This chart represents the changes in behaviour that you think may be necessary in order to be successful, or survive, at work.
- Probable behaviour under pressure – This chart represents what you may do when you're feeling stressed.

*The green zone on the charts suggests a very strong preference.*

### DISC Model



### PPI – a summary

- Organisations need all four styles
- Each brings valuable workplace strengths
- Effective people demonstrate flexibility
- An extreme preference may become overplayed and seen as too rigid
- Successful people reflect on how to engage with other types by choosing to adapt their own preferred behaviour

### Effective leadership and managing change

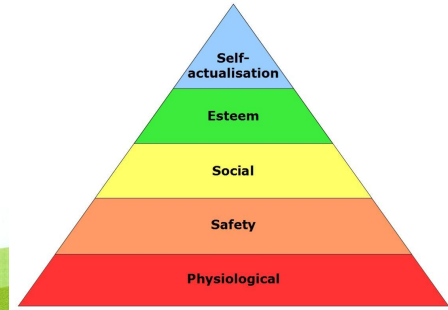


Kate Forrester and Roisin Ahmed  
The Guinness Partnership

# Motivation



# Maslow's Hierarchy of Needs



# Dean Spitzer – the 8 desires



# Lean in to Class 3 ... Opportunities and Challenges

- An opportunity to embrace the challenge of delivering a short presentation
- Choose a subject that interests you
- Feedback from 2017 – “this was the best thing I ever did. I overcame my phobia of speaking to a group in a very friendly and supportive environment”.
- Feedback from 2017 – “I wish I'd done this. I didn't dare take the opportunity and then I regretted it”.

*The only way to get rid of the fear of doing something is to go out and do it. Feel the fear ... and do it anyway”.*

Susan Jeffers



# Class 3 – topics 2016

- Charity work/volunteering
- Loan sharks
- Windsurfing
- Camping with a difference
- Adam Ant
- Dementia friends
- How poetry saved me from bullies
- Leading a team for the first time



# Class dates and venues

## Class 3

Date: Thursday 8th March 2018  
Time: 09.45 - 3.45

Venue: New Charter Housing – Cavendish 249, Cavendish Street, Ashton-under-Lyne, OL6 7AT

## Class 4

Date: Wednesday 9th May 2018  
Time: 09.45 - 3.45

Venue: Mosscafe St Vincent's – 101 Great Western Street, Moss Side, Manchester M14 4AA

**NATIONAL MENTORING CONFERENCE  
WEDS 20TH JUNE 2018 IN BIRMINGHAM!**



**Happy Christmas!**

