



STAFF MENTORING PROGRAMME 2022 – 2023

Workshop Three - Challenge and Opportunity

Mar 2023



WELCOME

Thank you for joining us in the Staff Mentoring Programme

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"With confidence you have won before
you have even started."

Marcus Garvey

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...

- Individual Presentations
- Change
- Confidence
- Your inner Coach
- Change coming our way



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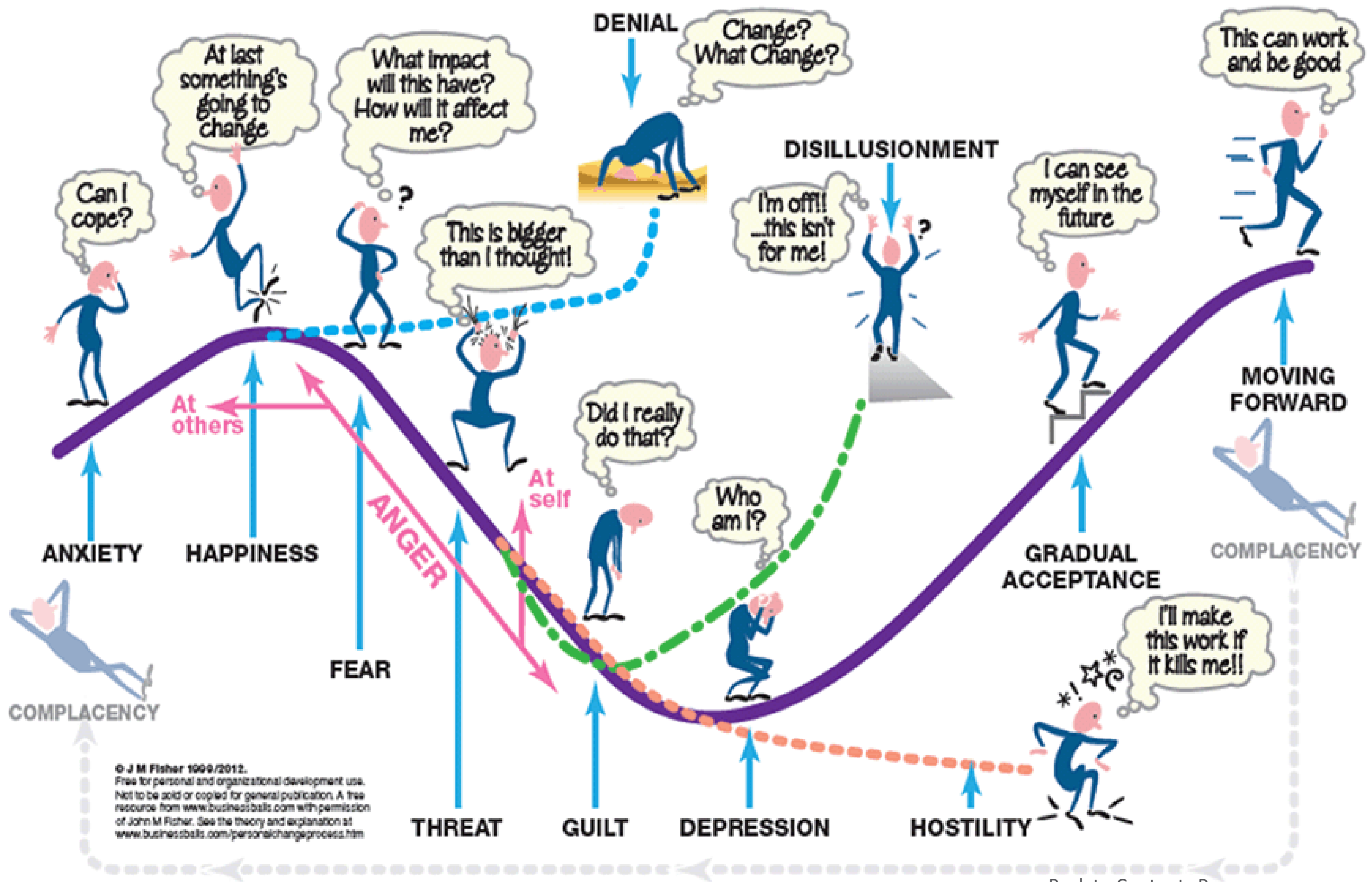
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Covid-19

- Home working
- New restrictions
- New processes
- New information to get to clients and or government
- Re-design of services
- Home/work changes
- Home schooling
- New ways of socialising
- ...



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 resource from www.businessballs.com with permission
 of John M Fisher. See the theory and explanation at
www.businessballs.com/personalchangeprocess.htm



Take some time to get used to the problem

- take a break
- go for a walk
- ask for some time to think things over
- close your eyes for 10 minutes
- even hit the gym.



Define the problem

- Start with finding out what the problem really is
- Ask people to explain
- Keep asking questions
- Then explain the problem to someone else





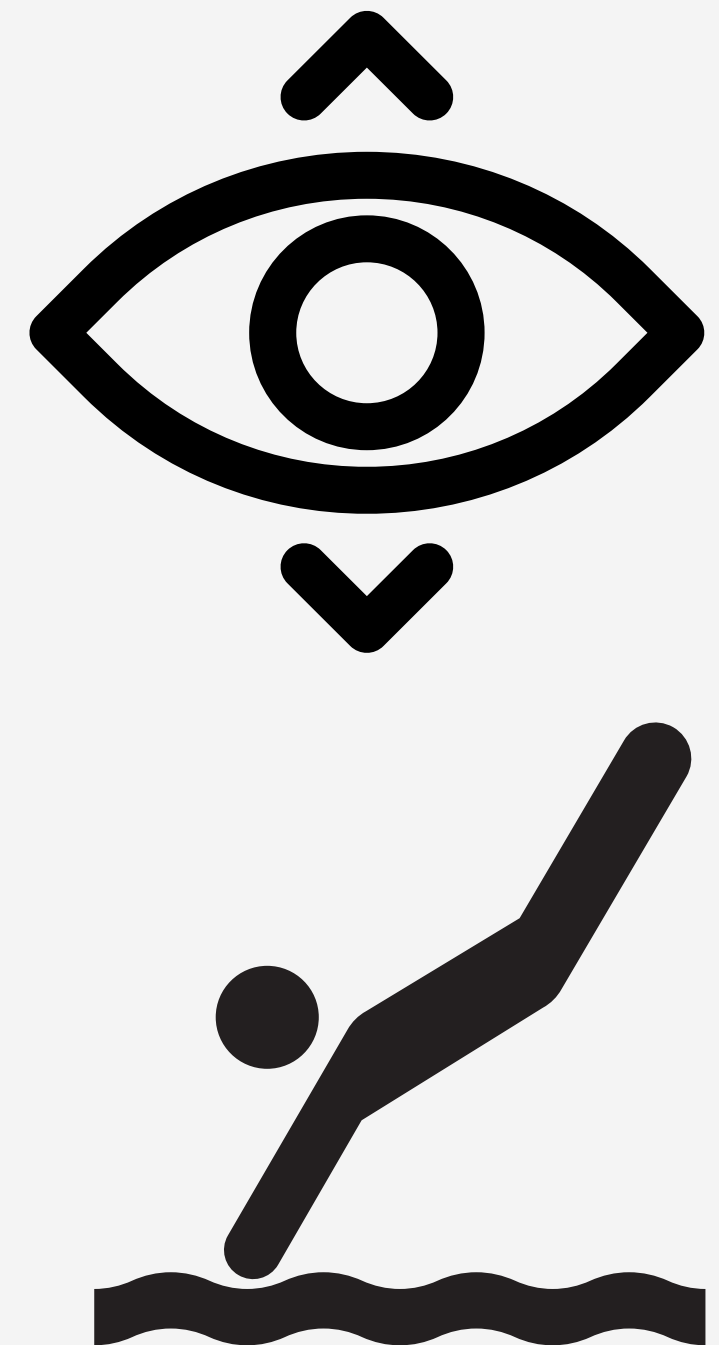
Put things into perspective

- someone else has been through the same thing
- how bad it really is compared to all the good things in your life

Make the problem worse (optional!)

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.

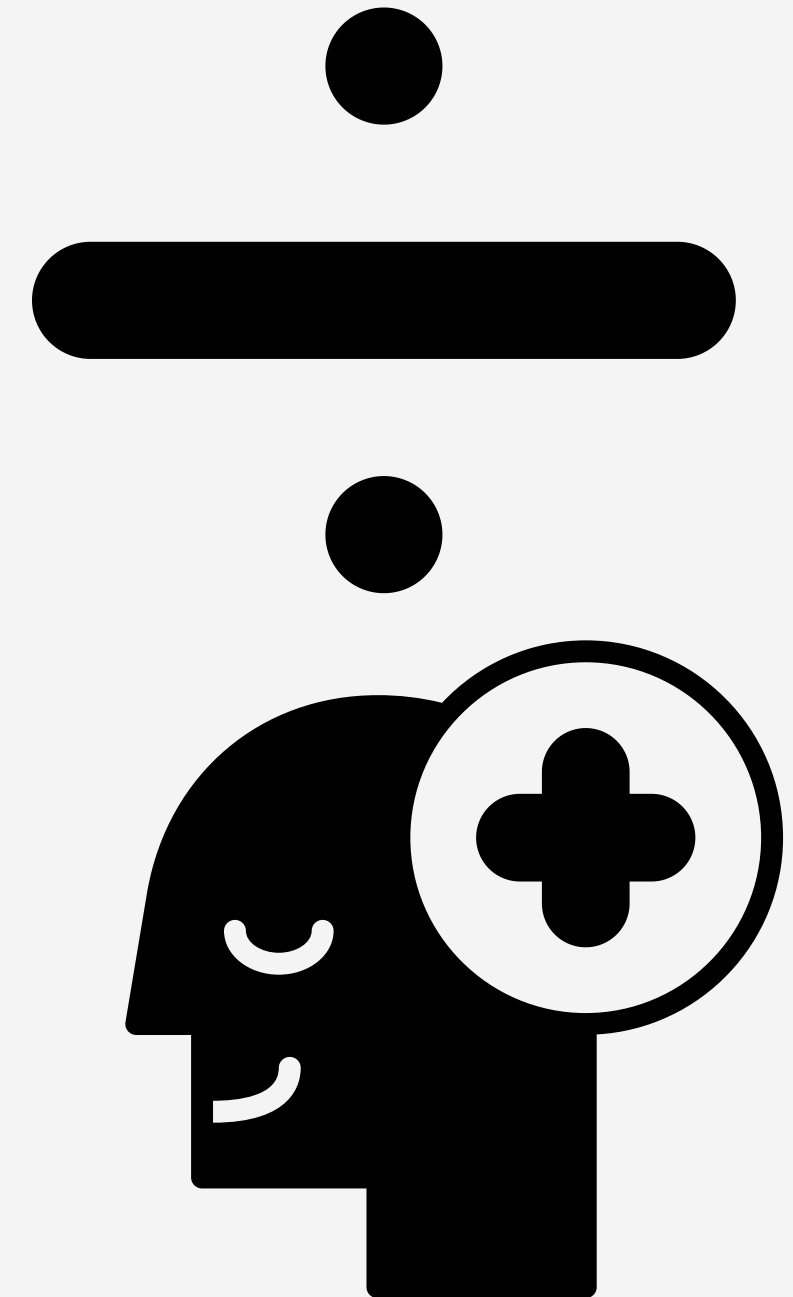


Divide the problem into smaller pieces

- research the problem, look at it from different angles
- Work out solutions to the smaller areas, or different possibilities

Look at it in a positive way

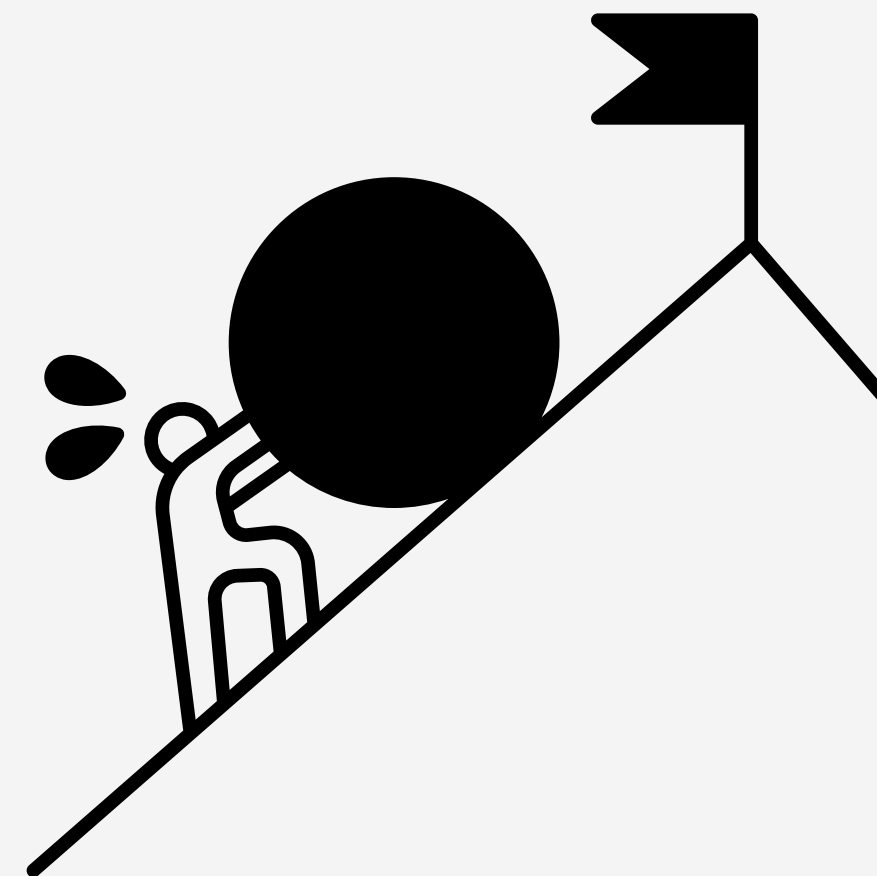
- We cannot live without problems or challenges - so we need to learn from them
- Change can be good



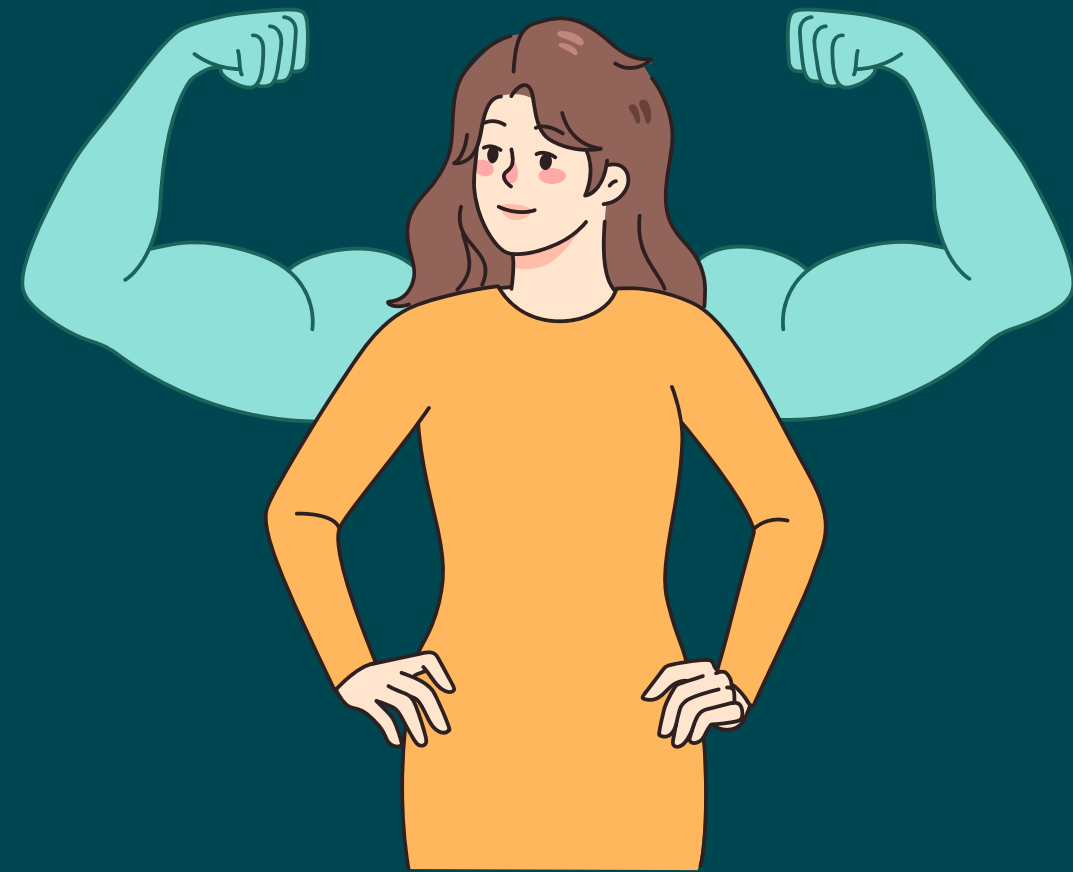


Think of a challenge you have faced in your working environment recently.

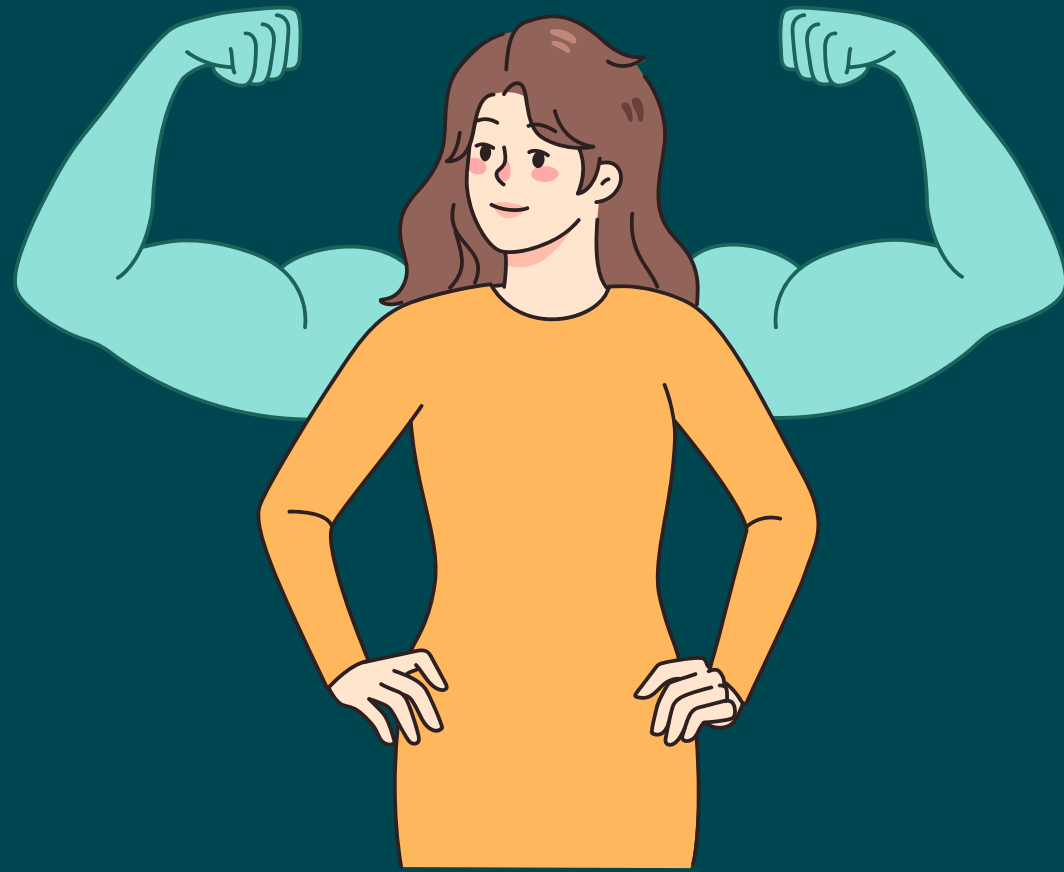
- How did this challenge affect you?
- What support did you have around you?
- How did you deal with the challenge?
- In hindsight would you have done anything differently?



Confidence



Confidence

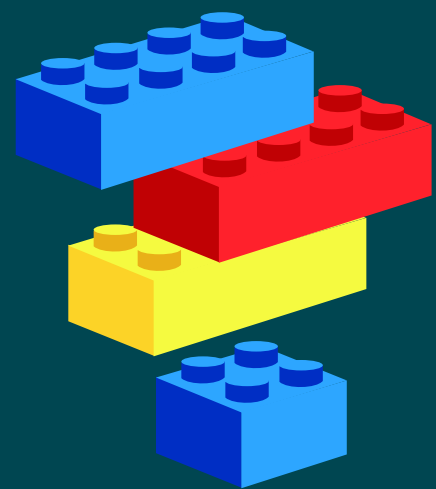


a feeling of trust in one's abilities, qualities, and judgement

Building Confidence

Learn from mistakes

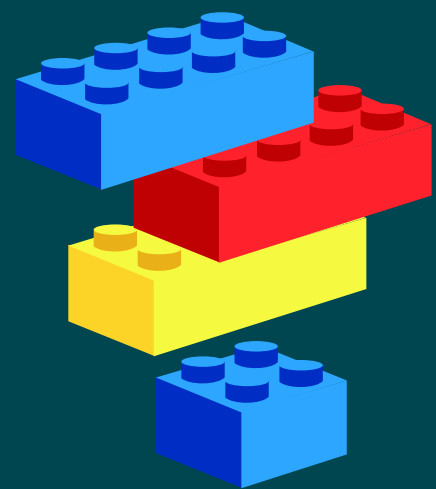
Own your choices and the
consequences, reflect on the past
and learn



Building Confidence

Remind yourself

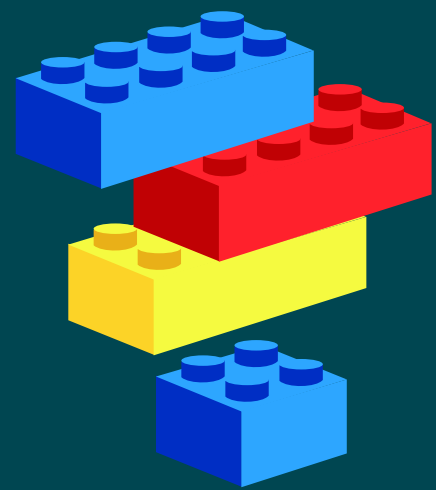
You have made brave decisions,
stepped out of your comfort zone
before or achieved something
amazing.
Remember them!



Building Confidence

**Surround yourself
with support**

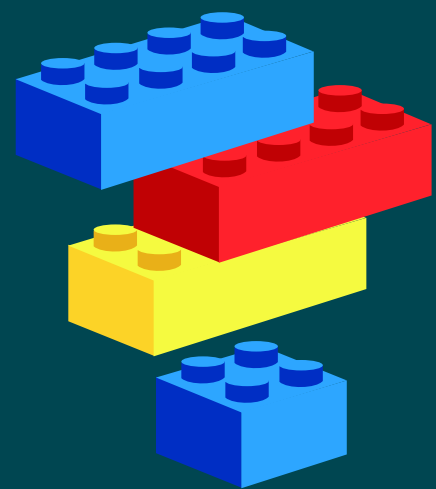
Family, friends, colleagues,
mentors,



Building Confidence

Permission

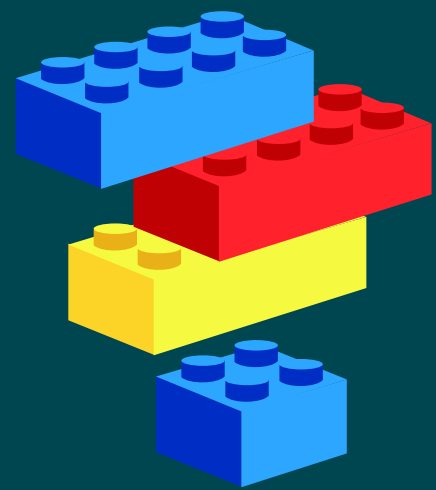
Give yourself permission to take risks, step out of your comfort zone, try a new challenge



Building Confidence

Be childish

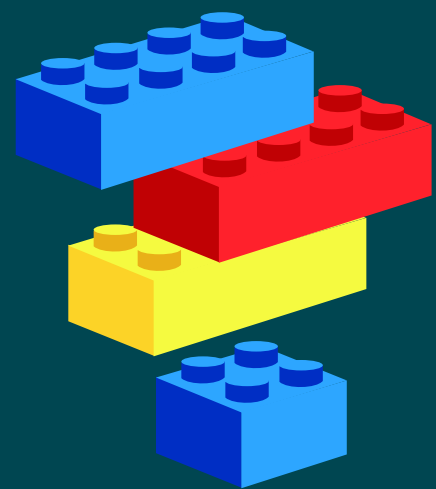
Get in touch with your inner child
and have fun. Be curious.



Building Confidence

Choose your mindset

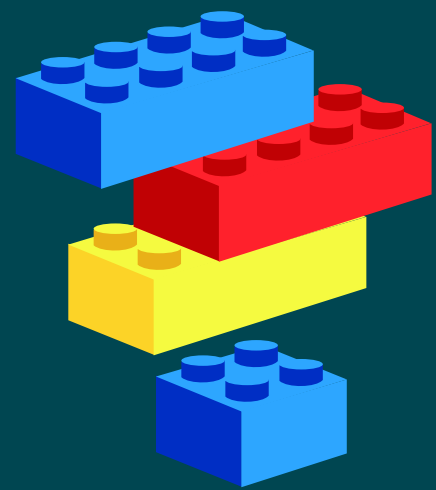
Growth mindset.
Talk to yourself positively.



Building Confidence

**Define yourself
positively**

Feel good, look good.



BREAK

see you in 15 minutes!



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Your Inner Coach

What if the voice in your head was scrolled digitally along the bottom of this screen? Would that be ok?



Your Inner Coach

What if the voice in your head was scrolled digitally along the bottom of this screen? Would that be ok?

YOU ARE STUPID. YOU MADE A MISTAKE. NOBODY LIKES YOU



Your Inner Coach

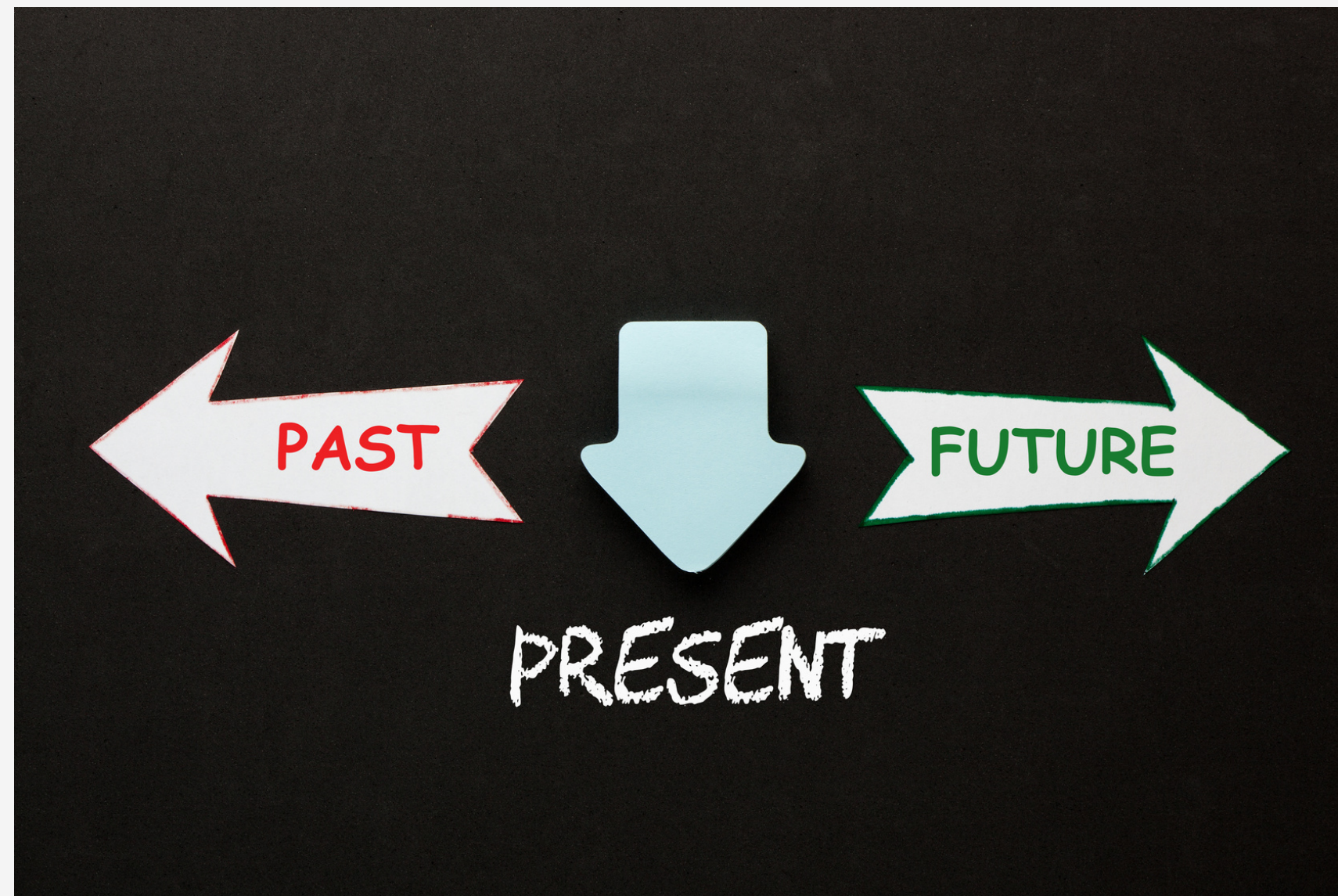
What if the voice in your head was scrolled digitally along the bottom of this screen? Would that be ok?

WE ARE LOVED, WE ARE CLEVER, WE CAN DO IT



Your Inner Coach

What has made you anxious, worried or stressed recently?
Was it about an event in the PAST? PRESENT? FUTURE?



Social Housing Reform Bill

June 2017

Grenfell Tower Fire exposed large issues with social housing in the UK

August 2018

Government published a social housing green paper – A new deal for social housing

Consultation and call for evidence

March 2020

Covid-19 exposed more inequalities

November 2020

Government published a social housing white paper – The Charter for Social Housing Residents.

June 2022

Social housing Reform Bill starts to make its way through Parliament

February 2023

"Awaab's Law" amendment around repairs, especially damp and mould



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



Social Housing Reform Bill

tenant satisfaction measures (TSMs)

There are 22 tenant satisfaction measures:
including 12 tenant perception measures (TPMs)
10 management information (MI) measures.

Overall satisfaction – 1 x TPM

Keeping properties in good repair – 2 x MI, 3 x TPM

Maintaining Building Safety – 5 x MI, 1 x TPM

Respectful and Helpful Engagement – 3 x TPM

Effective Handling of complaints – 2 x MI, 1 x TPM

Responsible neighbourhood management – 1 x MI, 3 x TP



CIH Professional Standards

Professionalism

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



BREAKOUT ROOM



In your breakout rooms discuss how the proposed changes will affect your role, department or organisation

How would you classify that? Challenge or Opportunity

Where can you find out more?

Who can you talk to?

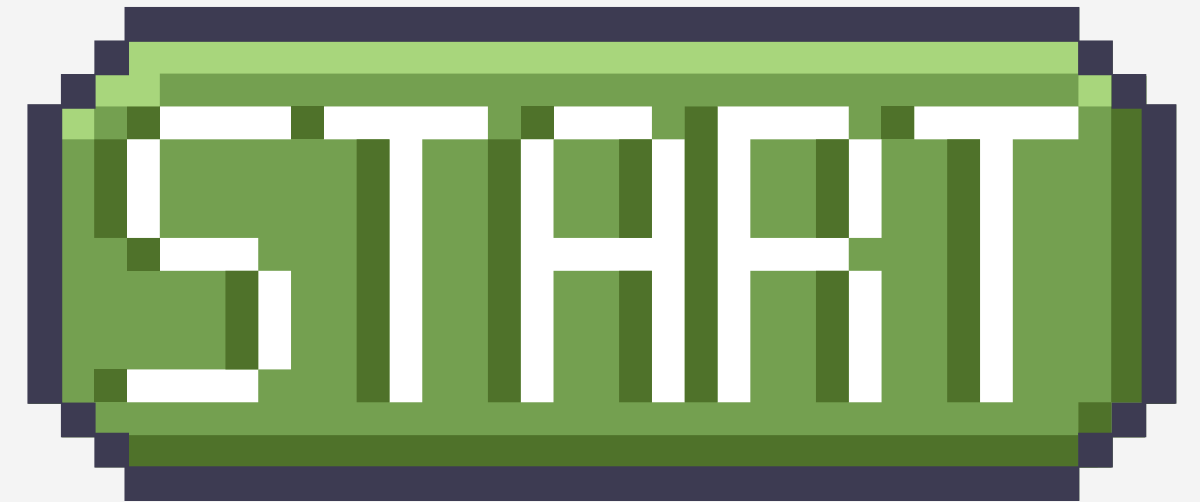
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What you are going

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

after todays session.

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



QUESTIONS?



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

mentoring@housingdiversitynetwork.co.uk