

2022-23



**SMP** 2022  
2023

Staff Mentoring Programme



# 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.

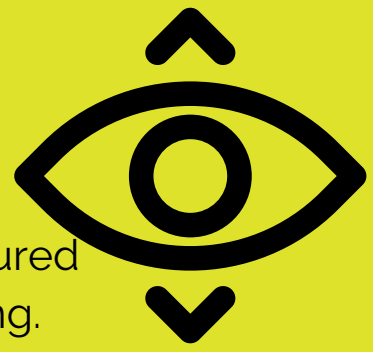
Ask people to explain it to you a few times. Keep asking questions to really get to the root of the problem.

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.



## 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?

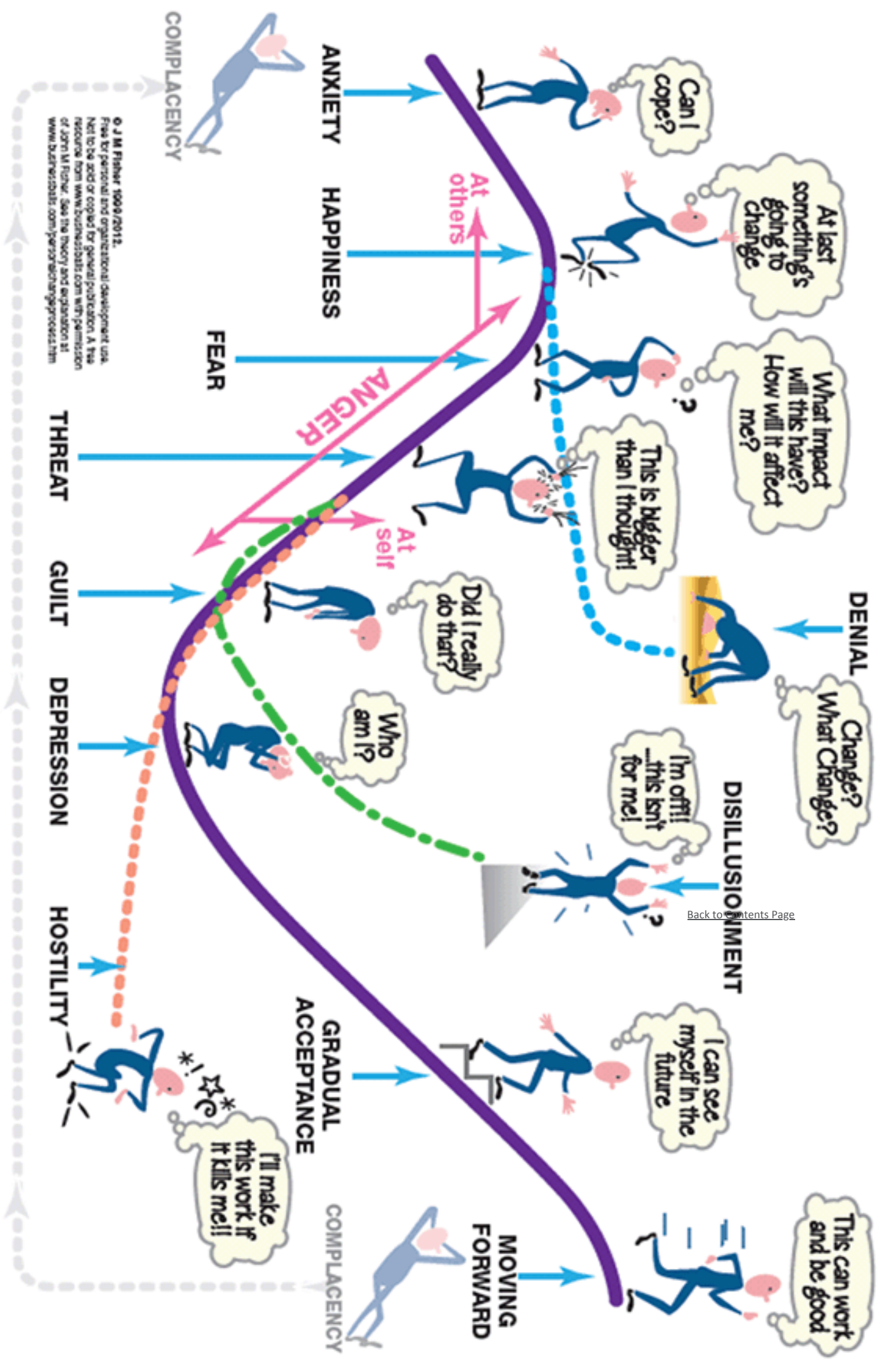
Would you talk to anyone like that?

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!



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 Free for personal and organizational development use.  
 Not to be sold or copied for general publication. A free  
 resource from www.businessballs.com with permission  
 of John M Fisher. See the theory and explanation at  
 www.businessballs.com/personalchangeprocess.htm

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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



## 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://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/>

### Event shared by NHF:

[https://www.housing.org.uk/nhf\\_catalog/event-products/webinars/delivering-the-better-social-housing-review/](https://www.housing.org.uk/nhf_catalog/event-products/webinars/delivering-the-better-social-housing-review/)

**Here are some TED Talks to listen to/ watch to help you investigate your sense of self:**

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)

**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>



# ADDITIONAL AND FREE ONLINE TRAINING THAT IS AVAILABLE

ONE OF MY MOTTOS IS **"EVERY DAY IS A SCHOOL DAY"**

Continual learning through our lives happens naturally, if we are open to it, but there are a lot of free options out there to get additional learning and development.

Here are a few examples:

OpenLearn is the free courses from Open University and has thousands of free courses for your to choose from.

Here are a selection that might be useful to you at the moment, but there are plenty to have a look at:

<https://www.open.edu/openlearn/>

KEEP LEARNING







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;**



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