



PRESENTATION BY SHARON FLYNN

SFHA People and Culture Conference

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- Interim Manager/Consultant within the Social Housing Sector for 10 years; career in Housing Associations and Co-operatives since 1986
- Volunteer Mentor for housing staff since 2019
- MCR Pathways Mentor Since 2022
- Management Style Coaching and Mentoring
- Studying ILM Level 5 Diploma in Coaching and Mentoring, at Strathclyde University

TODAY'S SESSION

SFHA brief: Look at how we can create an environment where colleagues can build peer to peer relationships, share knowledge, skills and support one another.

What is Mentoring:

- ❖ Encourage new perspectives
- ❖ Encourage others to find their own solutions
- ❖ Improve performance
- ❖ Support relationships in the workplace
- ❖ Improve communication and interpersonal skills
- ❖ Increase confidence and motivation

Who can mentor? Anyone that is curious and interested in others.

Do I need training? No, but the ability to ask questions, avoid silences and build rapport.

UNDERSTANDING AND UNLOCKING POTENTIAL

Out-with the Workplace

- ❖ Mentoring Young People at School – one hour a week in term-time
- ❖ Volunteer Mentor Staff and Governing Body Members – once a month for 6-12 months or as required.

Examples: reviewed CV's and job applications; prepared for interview; explored transferable skills; advised on career path options; shared my experience of interim and consultancy roles; guided staff through first months of new senior role; discussed approaches to management style; worked through issues and conflict resolution.

UNDERSTANDING AND UNLOCKING POTENTIAL

Within the Workplace

- ❖ Formal mentor – developmental or reverse mentoring - time limited
- ❖ Line Manager – style and approach to management - ongoing
- ❖ Career Friend – ongoing and time limited

Examples: pairing with others to learn new skills; reviewed areas for further personal or training development; provided a different/independent relationship; encouraged new perspectives; one to one guidance on moving forward from conflict; task specific job shadowing; demonstrating interest in others career progression; guided staff through first months of new senior roles; helping others find their approach to management style.

WHAT WE GET FROM MENTORING

“Everyone benefits from mentoring, both the mentor and mentee but it is important that the mentor and mentee are a good fit to get the best outcomes”.

“the opportunity to invest time in exploring different perspectives had a significant impact on the staff member, there was a clear difference in approach to work and the staff member is getting more out of work as a result.”

“the mentoring has resulted in an improved working relationship between the staff member and the line manager”.

“I spent time with the mentor getting to know the sector, the advice and knowledge allowed me to deal with issues better.”

“knowing that I could come with an issue and take the time to look at solutions allowed me not to focus on disasters”.

“I found my own answers with gentle questions from the mentor”.

“I just think differently now, my attitudes and behaviours have changed”.

“the support offered from the mentor was reassuring, I realised that I wasn't alone in my thoughts”.

“I felt that you were interested in me, this gave me confidence to apply for the job”.

WHY MENTOR?

Everyone wins.....

- Formal mentoring is a powerful way to develop the next generation of leaders.
- Mentoring throughout a career – investing in young people delivers success and retention; job satisfaction; promotion and transition to new roles.
- Invest time in finding the management style..... get the best out of others by building positive relationships.
- Coaching or mentoring while navigating new senior roles.
- Finding future leaders in your teams... the sector needs it.

Q&A

MCR Pathways [MCR Pathways - Nationwide Mentoring Programme](#)

GWSF [Mentoring service | Glasgow and West of Scotland Forum of Housing Associations](#)

CIH [Mentoring at Chartered Institute of Housing \(CIH\)](#)

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