

Faith in Yourself

Supporting Workbook

"The concept of family is very important."

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Professional support and the impact it can have

?	"If you're able to work and support that professional journey, you'll be surprised the amount of impact you have on the families."
	Umesh makes the connection that when he provides support to younger and more junior colleagues, he is indirectly having an impact on their families and the community. He also recognises the impact this has on the organisation and the loyalty people show. After all, it's likely that many people go home and talk about work, and how they talk about it is picked up by family and friends and many people in the wider community. Umesh's mantra for success is "my team, my family and how we work with people".
F	☐ Think about your team and how they might talk about work when they go home. What do they take with them?

☐ The concept of family	is important. What	could that look like	e in your team?
lotes and reflections:			

Five key questions

"	"What do these people bring to my table? How do I treat them as individuals? How do I treat them as grown-ups? How do I make
	them feel that they are valued? How do I make them a family?" Umesh has a crystal-clear method of building his teams. He asks himself these five
	questions. At the heart of this is finding out what makes people tick. How can he
	build upon their strengths and really make people feel like they belong? Umesh
	finds this way encourages an informal approach. People feel they can approach him
	he has more relaxed conversations which are unguarded, honest, and helpful.

	This approach builds trust.
	Umesh's team know what sort of a response they will get from him, and they are open with him.
	They know he wants to build them up, not knock them down.
No	tes and reflections:

Have faith in yourself

"If you're 18 years old, you have 18 years of experience. Don't underestimate that."

Umesh is making the point that even if you think you don't have much experience, you probably have a lot more than you think. His advice to new leaders is exactly that. Have faith in yourself and don't underestimate what you do know, rather than overestimating what you don't. He suggests looking back at the difficult times, the setbacks, the upsets and ask yourself what you did in those situations. What did you learn about yourself as a result? What would you do differently next time?

F	☐ Umesh suggests that you learn a lot more from your mistakes than from your successes.
	☐ Don't forget that you can ask for help.
Ø	Notes and reflections:

Challenges and frustrations

"In my own team, yes there are challenges, there are things which we would like to do, but at the same time there are limitations."

Umesh describes how he can get frustrated, and his team get frustrated, when they want to progress things but cannot. He describes his team saying that people aren't listening to them. Umesh takes a calm approach and asks lots of questions. He advocates putting yourself in the position of whoever or whatever is in the way. Take a different approach. Have a conversation. Sit back and wait. Be patient. Umesh is very honest that he doesn't always want to wait, but he has learnt that a different approach may be required.

F	\square If you have obstacles, stay calm and try and look at the different perspectives.
	☐ If your team are frustrated, don't simply agree, ask lots of questions.
	☐ Sitting back and being patient is often helpful.
Ø	Notes and reflections:

When things don't go so well

"What will it take to work well, is it help from others? Help from other teams? Help from ourselves? Or the approach that we took, was it right or wrong?"

Umesh talks about discussing with a team member when something hasn't gone so well. His first step is for them to agree and accept that something hasn't worked well. Then Umesh takes a calm approach to getting to the root of the issue, asking lots of questions. He's able to take this approach because he has built a great relationship with his team, and they trust him.

Umesh also shares what his grandmother used to say to him which he reminds us of a way of thinking about times when things haven't gone our way. "You may have lost the match, but you enjoyed, you played, you had good fun, and you're healthy".

F	☐ No one likes to fail, but sometimes it happens. What do you learn from it?
	☐ Accepting things and moving on is helpful.
	☐ This episode on Building Healthier Teams is one of the most popular: https://buildinghealthier.co.uk/episode/effective-conversations/
	☐ Re-visit this episode and think about how you approach conversations when something hasn't gone well.
Ø	Notes and reflections: