

LEADERSHIP, COACHING AND MENTORING –PACK

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Highlights in this month's edition:

Damian Piper our Resilience Coach shares a timely article with us: **'Working arrangements as we come out of lockdown'** "Across the United Kingdom the respective parliaments and assemblies are working through the approach to returning to life when Covid rules and legislation are removed. This is part learning to live with Covid as of our everyday lives. In the words of Boris Johnson taking "personal responsibility" with Covid still present. As it has done since March 2020 this divides opinion as to what is and is not acceptable. This I imagine is something that will continue and therefore worth preparing ourselves for" Here are Damian's observations.....

Recently I have been reading several posts on LinkedIn, from soldiers who are coming towards the end of their service career and wondering what to do next. The advice I always give? **'Do the work you were always meant to do'** "My stiff shirt collar is chaffing against my neck as I rush to work (I'm late) through the Victorian Shop Arcade that leads to our offices. Now I am at the end of the arcade, up a few steps, turn immediately right and, as I push through the door, I am greeted by my team. I am the Chief Clerk of a firm of solicitors. This is the field of work I was obviously never meant to enter, as this is part of a recurring dream I have had for many years."

The last article in this month's edition is from me **'...What Bettina taught me when supporting a person with a learning disability'** A question I am often asked since leaving the Army to support people with a learning disability has been "I suppose getting involved in this work has helped you support your daughter, Bettina with her care?" I remember being asked this question by a fellow Area Manager when we met up for lunch some years ago. I found myself saying "actually it is the other way around."

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It's not about how good you are

It's how Good You want to be

Working arrangements as we come out of lockdown

Across the United Kingdom the respective parliaments and assemblies are working through the approach to returning to life when Covid rules and legislation are removed. This is part learning to live with Covid as of our everyday lives. In the words of Boris Johnson taking “*personal responsibility*” with Covid still present. As it has done since March 2020 this divides opinion as to what is and is not acceptable. This I imagine is something that will continue and therefore worth preparing ourselves for.

For many people the arrangements they have being living their lives under will change. Again. Mandatory home working which for many people has become the norm will come to an end. I’ve been having a number of conversations with people about this over the last month. Here’s a few observations I’d take from those conversations which seems to have resonated with others. Shared here in case they could be of benefit to you.

ONE - Adjustment to the professional and personal parts of your life

The blurring of personal and professional lives has certainly become more common place over the last 16 months. As you think about potentially returning to a more formal workplace I’d encourage you to proactively think about the implications of both personal and professional lives. Being deliberate about this upfront could help you prepare and make adjustments which could help avoid complications further down the track. Not making assumptions that everything will slot into place with how they used to be is just one area to explore.

TWO - Be aware that people will have different views

Just like life throughout the pandemic, people’s values and situations are very different. And can change dependent on the circumstances of the day. Talking and sharing with each other how things are and what is working well and less well could help learn from each other and avoid things building up into really unhelpful frustration.

THREE - What can be done where?

As you think about your professional responsibilities some people have found it useful to assess what needs to be done or could be done in which location. Hybrid working is a phrase that is now more commonplace in organisations. Doing the assessment can help workout what hybrid might look like for you. A page titled ‘where is it most appropriate?’ with three columns, 15 minutes and a beverage of your choice is all it needs to take. This is a simple exercise and yet will bring way more objectivity into your assessment of what your work structure might look like.

- Column 1 - Workplace

- Column 2 - Either

- Column 3 - Home

Different variations of this exercise can be done. For example, Job Holder and Line Manager doing it independently can then get together to discuss the results can be a meaningful conversation. Or doing it as a team exercise can help people understand the different perspectives that exist within the team.

FOUR – Avoiding the slide

During the last 16 months one thing has stood out for me. How adaptable people are. Clearly many of the challenges people face have been testing. Without diminishing the difficulties endured by some this has caused the majority of people to draw on their resilience and adapt to what's required. I've observed numerous examples of situations which once felt awkward and odd becoming the accepted norm. As we head towards the greater freedoms of being out of lockdown it could be easy to slip back into poor habits. Now is the time to think about what those poor habits might look like. And ensure we put in place things which will help us resist the temptation. Even if that is simply to review how we are doing in September, we might just help ourselves avoid a slide backwards.

Whatever your personal situation as you work out what your new normal will become, I hope the next few months turn out to be truly terrific. As always, I'm interested in any observations or questions you may have.

Damian

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“You never know what is enough unless you know what is more than enough” William Blake

Do the work you were always meant to do

Steve Raw (first published 27th July 2016 and updated 19th July 2021)

My stiff shirt collar is chaffing against my neck as I rush to work (I'm late) through the Victorian Shop Arcade that leads to our offices. Now I am at the end of the arcade, up a few steps, turn immediately right and, as I push through the door, I am greeted by my team. I

am the Chief Clerk of a firm of solicitors. This is the field of work I was obviously never meant to enter, as this is part of a recurring dream I have had for many years.

Why a Chief Clerk in a firm of Solicitors? Arriving in Colchester, I still had 7 years to do in the Army (my first career) and I started to imagine that this would be the kind of work I would be doing when I retired from my army career. I thought this would be my future and I started looking into this line of work, but it was work I was not destined to do. I am sure it would have been a good job, but it was not going to get me out of bed each morning eager for work, and it certainly was not going to be another career. It was only in the last year of my military service that I made up my mind up to support people with a learning disability.

I had fulfilled my boyhood dream of joining the Army and lived that dream for 24 years, could I have another career that would last the same amount of time and perhaps even longer? I needed to find out.

Life is short and as my wife, Joyce, often reminds me, you are a long time at work, so it is important that you are happy doing what you do. So before it is too late for you to do the work you were always meant to do, here is what to do (if you are not already doing it):

5 Questions to ask yourself

1. What is it that you are passionate about?
2. Do you want your work to make a difference?
3. What will it take to make you feel fulfilled?
4. What skills, experiences, knowledge, gifts and capabilities do you have?
5. Do you want a job or a career? Both are good but it is important for your expectations that you know so that what you decide is what you really want to do.

5 steps to take

1. Volunteer to do voluntary work in your chosen field. It will give you a taster, help you to make a firm decision, and show commitment to those you may work with in the future. I did this in Berlin during the late 1980s for a 'home' for people with a learning disability, organising events in our Sergeants Mess. I also ran marathons for MENCAP.
2. Do your research about the work so you don't go in cold. This will help you to see what you are letting yourself in for and, again, shows commitment.
3. Talk to people who have done something similar to what you are considering – what are the highs and the lows – so there are no surprises.
4. Find out what training and qualifications you will need to help you reach your goal. By doing what you can now, it will save time in the future and also will look good on your CV.
5. Find the right organisations that meet your values and aspirations. The work might be what you are looking for, but the organisation might not be the right fit for you.

A Take Away:

For my older readers, it is never too late to do the work you were always meant to do. A few years ago I came across an article from one of my boyhood football heroes (David Craig) a full back for Newcastle Utd during the late 1960s and 1970s. David had been a businessman after retiring from football before becoming involved in supporting people with a learning disability in his sixties as a support worker. He described how fulfilling it was and wished he had done it earlier

Summary

I hope these tips cover any field you might consider is your dream job, but if you are looking to do what I have loved doing for the last 20 years, send me a message and I will point you in the right direction, or, alternatively, you could take a look at the organisation I work for www.thera.co.uk & www.dosh.org

This month's Top 3 Picks from Ted.com – Supporting you with your Mental Health at Work (& Home)

I look for moving and or inspiring presentations on Ted so you don't have to. Here are my picks for this month:

The Cost of work stress and how to reduce it. – Rob Cooke

https://www.ted.com/talks/rob_cooke_the_cost_of_work_stress_and_how_to_reduce_it

By some estimates, work-related stress drains the US economy of nearly 300 billion dollars a year -- and it can hurt your productivity and personal health too, says wellness advocate Rob Cooke. He shares some strategies to help put your mental, physical, and emotional well-being back at the forefront.

How to turn off work thoughts during your free time. – Guy Winch

https://www.ted.com/talks/guy_winch_how_to_turn_off_work_thoughts_during_your_free_time

Feeling burned out? You may be spending too much time ruminating about your job, says psychologist Guy Winch. Learn how to stop worrying about tomorrow's tasks or stewing over office tensions with three simple techniques aimed at helping you truly relax and recharge after work.

How to make stress your friend – Kelly McGonigal

https://www.ted.com/talks/kelly_mcgonigal_how_to_make_stress_your_friend

Stress. It makes your heart pound, your breathing quickens, and your forehead sweat. But while stress has been made into a public health enemy, new research suggests that stress may only be bad for you if you believe that to be the case. Psychologist Kelly McGonigal urges us to see stress as a positive and introduces us to an unsung mechanism for stress reduction: reaching out to others.

And one from my Joyce Raw on YouTube:

'Landlord and Tenant - Guest Blog from Joyce Raw' - Naked Leader Week 923 - May 17, 2021

https://www.youtube.com/watch?v=SpU167_5vVs

When discussing with my husband Steve – www.leadershipintheraw.org – I offered to write an article for Steve's Wellbeing post on my own mental health and how I manage it... Catch Joyce's full Blog, by following the link here:

<http://www.davidtaylorblog.com/landl...>

"The real test is not whether you avoid this failure, because you won't. It's whether you let it harden or shame you into inaction, or whether you learn from it; whether you choose to persevere." - Barack Obama

10 Powerful Ways to Stand Up for Yourself in Any Situation

By Deep Patel June 27, 2021

Every day we make dozens of little choices that either benefit us by asserting our ideas or diminish us because we hesitate in making our views or desires known.

Sometimes it seems easier to go with the flow to avoid potential conflict. But the truth is that letting people walk all over you can increase feelings of stress and anxiety, and it might eventually lessen your feelings of self-worth and play to your insecurities.

Learning to stand up for yourself will help you take charge of your life, believe in your own power, and embolden you to reach for your dreams. The stronger you feel, the stronger you will become.

Learn to stand up for yourself in any situation with these 10 simple yet powerful steps.

1. Practice being transparent and authentic.

It might be difficult at times, but if you learn to express yourself openly and honestly, it will feel like a weight has been lifted from your shoulders. So often, we hide behind a half-hearted smile and nod instead of saying what we think. It takes practice but learning to be authentic and open about what you are feeling, or thinking is the first step. Once you get in the habit of making yourself heard without being overly accommodating or defensive, people will be more open to hearing you.

2. Take small but powerful steps.

If you are struggling with being assertive, start taking small steps to stand up for yourself. Even just learning to walk more confidently—head held high, shoulders back—will help you appear and feel more confident. Channel that confidence when dealing with others. This attitude can apply to all areas of your life. Feeling annoyed at the person who cut in

front of you at Starbucks? Politely ask them to move to the back. See an unfair charge on a bill from one of your service providers? Call and dispute it.

3. When someone attacks, wait them out.

As you grow more confident in expressing yourself, you're also going to have to learn to face those who want to override you. There will always be people whose personalities are set to attack mode. It's important that you remain calm but assertive if you feel like someone is trying to bully you. Don't allow yourself to get frazzled or react with low blows. Don't cater to them or allow them to browbeat you either. Walk the high road but stand your ground.

4. Figure out what's really bothering you.

Going with the flow for the purposes of not making waves actually creates more stress and anxiety for yourself. Of course, mustering the courage to face something or someone that is bothering you can feel scary. But facing the issue will empower you to make it better and diminishes the control it has over you. Remember, people can't read your mind; if you don't vocalize what is bothering you, no one will know.

5. Clarify first, without attacking.

It's tempting to take a self-righteous stand, especially if you are *sure* you are in the right. From your viewpoint, you are justifiably defending yourself against someone who seems to be entirely in the wrong. But it's important to resist the urge to react with emotion. Instead, take a breath and calmly explain your perspective to them. Avoid combative tones or accusatory words. Clarify exactly what you mean and listen to their response. Only then can a real discussion begin to take place.

6. Practice makes perfect.

Once you start getting the hang of what it means to stand up for yourself, it's time to practice asking for what you want as often as possible. When someone says something you openly disagree with, or you feel pushed into doing something you don't want to do, say something. Research shows that it takes 66 days to form a new habit, so stick with the new assertiveness for two months and you might be surprised by the results.

7. Be deliberate.

Here's a situation that many of us have found ourselves in sharing space with a messy co-worker or a roommate who is a slob. You might have remained silent while growing more aggravated at the situation. It might be tempting to slip into passive-aggressive behaviour, such as angrily cleaning up the mess or making snide comments. Try being deliberate instead. Tell the person how you are feeling without being accusatory. Be straightforward with your concerns. Follow up with a simple suggestion that can correct the situation, such as: "If you can take a minute to tidy up your space at night, it would be a big help."

8. Stand up for your time.

Time is a precious and limited commodity, and yet we often feel pressured to give it away when we have the ability to say no. There are times when you might not have a choice, such as when your boss says a project has high priority. But don't let obligations dictate how you spend the hours of your day. You are in control of your own time. Push back when it's appropriate, or tactfully disengage from those people or situations that submerge your schedule.

9. Recognize that no one can invalidate you.

You are in complete ownership of your feelings and actions. Your beliefs, emotions, thoughts, and ideas belong to you, and no one else can tell you what you feel or invalidate your opinions. Likewise, if you seek to invalidate other people's points of view, you are also sabotaging any chance for problem-solving or having an open discussion.

10. Fake it till you make it.

Learning to stand up for yourself won't happen overnight. It takes time to grow comfortable with being assertive. While you are in the learning stage, it might help to imagine that you are an actor learning to play a new role.

Imagine that you are the most assertive person you know. How would they handle themselves in a difficult situation? There might be times when you swing from being overly zealous to being too indecisive. Learning to stand up for yourself is like riding a bike: Eventually, you will find the right balance.

This article was published in April 2017 and has been updated for accuracy and freshness.

Photo by Kinga/Shutterstock



Deep Patel

[10 Powerful Ways to Stand Up for Yourself in Any Situation | SUCCESS](#)

These 7 Amazing Things Happen Just By Reading This...

Time to read: 47 seconds

Dear Steve

These 7 Amazing Things Happen Just By Reading This...

Indeed, when you read or see anything. This goes to prove how amazing, agile and taken for granted are the talents that we already have – in this case, your eyes:

1. You are actually decoding this with your brain, not your eyes. Your eyes function like a camera, capturing light and sending data back to the brain – which then gives it meaning, just as fast.
2. If your eyes were a digital camera, each would have 576 megapixels – latest phones have 48.
3. Your eyes are made up of over 2 million working parts.
4. Your eyes focus on up to 50 different objects every second – so while reading this your peripheral vision will be taking in many other things.
5. Your eyes can distinguish approximately 10 million different colours - I didn't even know there were that many.
6. Your optic nerve – apparently a bundle of nerve fibres - contains more than one million nerve cells – Who on earth counted them?
7. Each eye is the fastest muscle in your body - hence, I assume, the phrase: “In the blink of an eye.”

And there are many many more...

‘So what?’ I hear some of you asking

I just wanted you to know how amazing you are, right now, as you read this – in so many different and wonderful ways.

It's a matter of fact.

With my thanks to various sources, and my love and best wishes to you all.

David

(David Taylor author of the Naked Leader series)

"Impossible is just an opinion." -Paulo Coelho

PEOPLE WHO ACHIEVE SUCCESS

- ✓ They have confidence in themselves
- ✓ They have a very strong sense of purpose
- ✓ They never have excuses
- ✓ They always strive towards perfection
- ✓ They never consider the idea of failing
- ✓ They work extremely hard towards their goals
- ✓ They know who they are
- ✓ They understand their weaknesses as well as their strong points
- ✓ They accept and benefit from criticism
- ✓ They know when to defend what they are doing
- ✓ They are creative

- ✓ They are not afraid to be a little different
- ✓ They look for innovative solutions that will achieve their dreams

Source: Susan Polis Schutz

CAREER MASTERCLASS

SEEING WOODS AND TREES

Step back. Hours spent obsessing at your desk won't solve anything. Perspective will. Distance yourself physically and mentally from the problem (go for a lunchtime walk, lose yourself in a book) and only return to it once your head is clear.

Mimic the masters. Great Ormond Street Hospital surgeons identified speed, precision and clear division of tasks as key to successful patient handovers. So they recruited Ferrari's F1 pit stop engineers as teachers. Find people who are succeeding in the areas you aren't and watch their every move.

Change tack. Try the opposite to how you usually approach problems. If you're obsessive about detail, concentrate on the big picture. If you work methodically, try jumping between ideas until you spot patterns. Rash souls take extra time to contemplate; and ditherers, set yourself a deadline.

Tip the balance. State your objective (I want my boss to notice me) then list factors that will help you achieve it (presenting in monthly meetings) and opposing factors (credit stealing colleagues). Increase the influence of your supporting factors (better presentations), add more and eliminate opposing factors (confront credit-stealers). Ensure the good far outweighs the bad.

Define the problem. Repeatedly given urgent tasks at 6pm? Your challenge could be simple and self-contained (prioritising quickly) or complex and company-wide (tackling culture of disrespect). Decide which before you act.

Get reckless. Don't let fear cloud your judgment. Marketing emails missing the mark? Imagine what you would try if you couldn't fail. Write down all ideas, however crazy without editing. Now take another look. Are they all so impossible?

Go with the gut. If a rational approach has left you more confused than ever, stop thinking and trust your instincts.

The Mind Gym – Relationship is published by Little, Brown

“Why fit in when you were born to stand out” Dr Seuss



HOW TO IMPROVE YOUR MEMORY

- Talking to yourself can help you learn something new. As you go through a task – such as getting to grips with a computer programme – guide yourself by saying the instructions aloud.
- Quit smoking. Added to all its other harmful effects, smoking damages prospective memory: your ability to remember to carry out future tasks.
- Start going to bed earlier: the deeper you sleep, the more information you'll be able to retain
- Clenching a fist can stimulate certain areas of the brain, according to recent research. To memorise the items on a shopping list, for example, clench your right fist for 90 seconds while reading them. When you want to recall them, clench your left fist for 90 seconds
- When trying to memorise information, it's more effective to attempt to retrieve it than to just go over it again. Try asking yourself if you know it rather than revising.

Source: The Guardian

Attitude is the difference between an ordeal and an adventure' Bob Bitchin

20 Signs you're succeeding In Life Even If You Don't Feel You Are

Communication Motivation by Carol Morgan

We all feel like failures from time to time. While this is a normal feeling, you have to find a way to see yourself and your life from a different perspective. Sometimes we ignore the "little things." Just because you are not a millionaire, don't live in a mansion, and you don't drive a fancy car, that doesn't mean you're a failure. In fact, it's quite the contrary.

Here are 20 signs that you are succeeding in life:

1. Your relationships are less dramatic than they used to be.

Drama is not maturity. As we age, we should develop maturity. So maybe your relationships were drama-filled in your past, but if you have moved beyond that, then you are successful.

2. You are not afraid to ask for help and support any more.

Asking for help does not equal weakness. In fact, it is strength. No person has ever succeeded in isolation. It takes teamwork to accomplish goals. Asking for help is a sign that you have grown as a person.

3. You have raised your standards.

You don't tolerate bad behaviour anymore – from other people, or even yourself. You hold people accountable for their actions. You don't spend time with the "energy vampires" in your life anymore.

4. You let go of things that don't make you feel good.

No, this is not narcissistic even though it might seem like it. Self-love is success. Love yourself enough to say 'no' to anything that doesn't make you happy, doesn't serve your purpose, or drags you down.

5. You have moments where you appreciate who you see in the mirror.

Ideally, you should appreciate who you see in the mirror at every moment. But even if that doesn't happen, if you do it more than you used to, then that is success. Love yourself. You are awesome.

6. You have learned that setbacks and failure are part of self-growth.

Not everyone can have success 100% of the time. That's just not realistic. Life is about victories and losses. So, look at your setbacks as stepping stones to something better. In reality, there really is no such thing as setback. It's all just part of a wondrous journey.

7. You have a support system that includes people who would do anything for you.

If you have figured out the people who “have your back” and recognized the ones who only pretend that they do, then you have succeeded. This is a painful realization, but once you learn to see the signs of betrayal, you can stay away from those people.

8. You don't complain much.

Because you know there really is nothing to complain about. Unless you really have gone through some horrific life experience and had unimaginable losses, most of what we all experience on a day-to-day basis is just mundane. And successful people know that. And they live in a space of gratitude.

9. You can celebrate others' successes.

Just because other people succeed, that doesn't make you a failure. Applaud the people who rise to the top. The more positive energy you give to other people's victories, the more you will create your own.

10. You have passions that you pursue.

You are not stagnant. You know you have something wonderful to contribute to the world. You have unique talents and gifts. Not only do you know that, you pursue it.

11. You have things to look forward to.

If you don't have exciting things going on in your life that you are eagerly anticipating, then you are slowly dying inside. Successful people create goals that they are passionate about pursuing. They let this excitement drive their life.

12. You have goals that have come true.

Even though “failures” are a part of life, you have stuck to your goals and dreams long enough to make them come to fruition. You have some tastes of victory. It fuels you.

13. You have empathy for others.

A person without empathy is dead inside. Empathy equals spreading love and positive energy into the world. Successful people know this. They love others as if they are family.

14. You love deeply and open yourself up to be loved by others.

Love is risky and sometimes scary for people. It's the one thing we all strive for, but it's also intimately tied to the one thing we fear the most – rejection. If you open your heart enough to love and be loved, then you are successful.

15. You refuse to be a victim.

You know that life doesn't always happen to you. Many times, you are a co-creator of your life experiences. Successful people know this and refuse to be kept down by life experiences. They rise up and conquer anyway.

16. You don't care what other people think.

You know you can't please everyone. You know that the standards with which society judges' people is many times unrealistic. So, you just keep true to yourself and love the person you are.

17. You always look on the bright side.

Life can be full of disappointments – if you choose to see them that way. Otherwise, they are learning opportunities. No negative experience is ever wasted as long as you learn from it.

18. You accept what you can't change.

Let's face it – there many things you can't change in life. All you can change is how you view what happens. If you can change your negative perspective on situations to a positive one, then you are successful.

19. You change what you can.

And let's face it again – there are many things you can change in life. Successful people don't sit around accepting the negatives that are changeable. They get out there and do something about it!!

20. You are happy.

To me, this is the ultimate definition of success. It doesn't matter what the balance is in your bank account, how big your house is, or how many fancy vacations you take. If you are happy, then you are succeeding in life.

Even if you don't see yourself in many of these 20 things, don't fret. It's okay. Be happy that you see yourself in just a few. In time, the rest will come. You just need to keep moving onward and upward.

Source: www.lifehack.org

<p>'A good example is the best sermon' Benjamin Franklin</p>

HOW TO COMBAT INSOMNIA

- Avoid computers, tablets, smartphones, and flat-screen TVs before you go to bed: they emit blue light, which stimulates the brain. If you must use a device, keep it at least 30cm away from your eyes and turn down the brightness
- Don't drink alcohol just before going to bed. But you could try eating carbohydrates, such as a banana or a piece of toast.
- Getting regular exercise is important, of course. To really feel the effects, aim for at least 75 minutes of vigorous activity, such as running, each week. If you work out, time it for around 6 hours before bedtime.
- If you wake up in the night and can't get back to sleep after 20 minutes, get out of bed for a while and do non-stimulating activity.
- Try not to rely on rituals before you go to bed, or habits such as reading for a certain period of time. Obsessing over them can make you even more anxious about getting to sleep.

Source: The Guardian/The Sunday Times

Being Bettina's Dad – What Bettina taught me when supporting a person with a learning disability

Steve Raw (updated 19th Jul 21)



A question I am often asked since leaving the Army to support people with a learning disability has been “I suppose getting involved in this work has helped you support your daughter, Bettina with her care?” I remember being asked this question by a fellow Area Manager when we met up for lunch some years ago. I found myself saying “actually it is the other way around.” What I learned from Bettina, especially leading up to leaving the Army, helped the transition into my second career, and Bettina is still coaching me.

When I came into this career I had so many ideas. Mechanisms Bettina had shown me that worked for her, I knew could (possibly) make a difference for the people I would support. My first position was as a Team Leader supporting people to be involved in their local community for the first time in their lives. I was about to find out if they worked - after all, my only training was that I had been one of Bettina's carers for 9 years and observing Bettina's Whisperer (Joyce). <https://leadershipintheraw.org/2016/04/21/being-bettinas-dad-and-being-married-to-bettinas-whisperer/>

I could possibly fill a book with things Bettina has shown that work for her and makes a difference in her life as she progresses on a daily basis, especially after a difficult start in life which meant coming to terms with her learning disability and autism. However, for this piece I am sharing five lessons that help her with life and five extra ones that help me support people with autism - and one big message!

Bettina's 5 lessons for supporting people with a learning disability

1. Take the time to listen – show that you are listening and take your time. Bettina will know if you are not as she will be looking at your body language and especially your face.
2. You need to show that you are confident – again starting with your body language, are you relaxed, are you smiling? Bettina judges' tone of voice e.g. if you are softly spoken and speak in a calm manner you will quickly gain her confidence and trust.

3. Everything about you must be positive – nobody follows someone who is negative. Attitude is everything.
4. Demonstrate that you care and that you have an unconditional regard for a person. You do this by being non-judgemental not imposing your values and standards. In Bettina's case she has her own and it is important to respect these.
5. Be consistent with how you present yourself throughout the day and every day. You are not just confident, positive, humorous and enthusiastic when it suits you – you need a 100% commitment every day. (There are no days off for Bettina and her learning disability – the shift never finishes for her).

Bettina's 5 lessons for supporting people with Autism

1. How you see the world (if you are not autistic) is completely different to how a person with Autism does – learn to see the world through the eyes of the person you support. When you do, the person you are involved with will trust you to do the right thing for them.
2. Support a person through the rituals and habits which works for them, and not be judgemental because they are different from yours.
3. Do things on their terms not yours, where it is safe to do so. You are not in control. This is their life and they should have the control. One of the first things we learned as parents for Bettina was that we could not instigate eye contact When we did, she would become distressed. Eye contact must be on her terms.
4. See the person first, not their disability. Bettina has a unique personality that is there with or without her autism. I have found the same for everyone I have supported.
5. The sights and sounds Bettina's experiences are different to those you see and hear. Discovering this with Bettina made me more sensitive to what a person feels and hears (Bettina gets upset if someone she loves coughs for instance – much to the envy of my wife, I can make a cough sound like a sneeze!)

So, I turned up on my first day with a plan – I wanted the people I supported to

- have fun
- feel confident
- feel they had someone on their side
- feel they were control
- feel valued by those around them and their community

These continue to be my 5 objectives.

And the 1 Big Messages I promised you?

I have written about what Bettina has taught me, and what I wanted to do for the people I support, but as you look at each set of lessons and finally my objectives, what is the difference between people with a learning disability, autism and you and the people who are part of your life? What Bettina has taught me, and continues to teach me every day, is that what works for her can work for us all in both our personal and professional relationships.

Source: Steve Raw www.leadershipintheraw.org