

National Federation of Builders Peer Support Network

Purpose

The National Federation of Builders Peer Support Network Group is designed to provide time and space to think, reflect and explore your uncertainties, issues and options/solutions in a safe and confidential place.

These sessions will take place monthly.

The sessions are designed to help you to:

- Explore/analyse specific challenges you or your business may be facing right now
- Stop, think, question and listen about your own issue
- Tackle issues by listening to and learning from your peers finding solutions and processes that will help you to move forward productively
- Maximise opportunities within your existing business
- Create personal and business goals, explore ideas and options and take action on them
- Reflect and learn from things that have gone well and not so well
- Develop an awareness of learning
- Develop transferable skills for your business
- Have a space to help you be accountable

Our Approach

The sessions will take an action learning and group coaching approach. This helps to create a positive approach to exploring concerns, problems, issues and challenges using a reflective, open, questioning style within a supportive group environment.

The skills we use include listening fully, questioning and probing, challenging, summarising and playing back statements to demonstrate comprehension of the issues/problems being presented.

The facilitator will encourage everyone to participate using this approach. So the sessions are less about advice giving and more about helping participants to explore issues/challenges through reflection and challenge offered by group members.

This approach not only helps to solve problems, facilitate change and create action, but it helps to develop transferable skills such as active listening, purposeful questioning and problem solving which can be applied in any business or life situation. It also avoids situations where people might act on someone's advice which doesn't quite work for them or is the 'wrong' advice.

Expectations and 'ground rules'

What to expect and the ground rules that govern the behaviour inside and outside of the session.

1. **Turn up to sessions on time.** To be fair to the group and the smooth running of the session, we're sorry that we won't be able to admit late arrivals into the meeting.
2. **Cancellations.** If you're unable to make it, we'd appreciate it you were able to let us know at least 24 hours in advance. That way we still have time to open up the space to somebody on the waiting list.
3. **Come prepared.**
We ask that you come prepared to the sessions. Here are the ways in which you can do this.

Technology

We will be using a virtual platform (Zoom) to host the sessions.

To avoid time being eaten into at the session figuring out the tech, please

- Become familiar with your kit in advance. Test things like your mic, sound and make sure that your camera is working. And that you have a stable internet connection.
- Familiarise yourself with platform facilities such as mute/unmute, camera on and off, screen share, chat box etc. If you're unsure, please get in touch in advance of the session and we'll do our best to help you.

Getting the most from yours and others' time in the session

Come to the session ready to 'pitch' your problem or challenge to the group.

If you're not sure of a particular problem or challenge to bring to the group, perhaps think about

- What's the thing you're pushing to the back of your mind?
- What may be keeping you awake at night in your business?
- What is something you don't think you can share/talk about with somebody else at work?

The space we are creating

Respect. We respect each other's views. We're all in this together to create a welcoming environment. Healthy discussions are great, but kindness is required. Make sure everyone feels safe. Bullying of any kind isn't allowed, and degrading comments about things like race, religion, culture, sexual orientation, gender or identity will not be tolerated.

Right to speak. We all have right to speak. But we do not have to use it if we do not want to.

Listening is essential. Everyone should be listened to.

Support and challenge. It's good to support and challenge but we refrain from passing judgement.

Safe environment. It's ok to admit needs, limitations, make mistakes and ask for help.

Confidentiality. Some of what we discuss in the group may be sensitive and private. We respect the confidential nature of the discussions and keep the content of such within the group.

Ownership. We are responsible for taking our own notes, actions and generating our own results.

Commitment. We commit to attending. But emergencies do happen, so we do our best to inform the organisers in advance where we run into difficulties.

Virtual meeting etiquette.

It's easy to get distracted by incoming emails or to try to multi-task whilst attending virtual meetings. To respect everyone's time and participation, we ask that you are fully present at the meeting.

What do we mean by that?

Please switch off any email or other notifications, put your phone on silent. And be fully ready and present to contribute - by listening as well as talking.

How the session will work

Duration: 60 minutes

Format

1. Brief introductions and one outcome you'd like from the session

2. Problem pitching.

You'll each be asked to 'pitch' the problem or challenge that you have. And the group will democratically choose which person's problem or challenge we will explore.

In deciding which problem/challenge to choose, we'll ask you to make that decision based on things such as:

- how urgent that problem is to solve for the individual
- how significant/important that problem is to solve for the individual
- how much the rest of the group is also likely to learn and benefit from exploring the issue

Depending on the number of people/time available, we will select up to 2 problems to explore.

3. The issue holder will then state the problem again.

Using open questions the group starts to explore the problem with the issue holder. Open questions start with What, When, Where, How, Who.

Examples may include:

- What is that you really want the outcome to be and by when?
- How will you know that you've achieved that?
- What's the benefit you'll get from doing this?
- Where are you now in relation to achieving the outcome?
- What have you done so far?
- What's been working/not working?
- What's getting the way of you making progress?

- Who could help you? What resources have you explored?
- What options do you have here?
- Which of the options are you willing to take forward and commit to?
- How will you do this to make it happen?
- When will you do this?
- What do you need to stop/start doing to make this happen?

4. Group reflection.

At the end of the session we reflect on

- What did we learn from the discussion?
- What's one thing we will each take forward from this?
- How did we do in terms of our listening/questioning skills?
- How well did everyone get the opportunity to speak?
- What could we do better next time?

5. Advise of next meeting and close.

