



# Leaders in Partnership Evolve Programme Report 2023

## Coaching east London's community leaders

Leaders in Partnership is a community coaching programme designed to strengthen the leadership of the third sector. Part of the Evolve Project, this cohort included volunteers from Linklaters, UBS and Société Générale who worked with leaders from Hackney, Haringey and Tower Hamlets.

17

Community Organisations

Young people



Local authority and governance



Health, mental health and wellbeing support



Education and training provisions



### Community partner impact

At the end of the programme, community leaders were invited to reflect on their experience. Ten participants provided feedback. Of those ten respondents:

90%

- said they are more confident with decision-making
- said they are more confident in themselves
- said they engage in more intellectually challenging conversations
- said they felt heard

80%

- said they are more confident with managing change and transformation
- said they are more confident with strategic thinking and planning
- said they learnt more about the corporate sector

70%

- said they are more confident with communication
- said they are more confident with influencing

### Volunteer impact

At the end of the programme, volunteers were invited to reflect on their experience. Nine participants provided feedback. Of those nine respondents:

100%

- Would recommend the programme to a colleague
- increased their awareness of community issues.
- enabled them to do something rewarding
- enabled them to meet new people with different outlooks or experiences

88%

- Are more confident with building trust
- Are more confident at listening
- Are more comfortable with emotions
- Are more confident in being less judgemental

# Case Studies



**Mike Phillips is the Head of the UK Wholesale Banking Compliance at Société Générale:**

**What inspired you to join LiP?**

I wanted to work with a community leader to support them in their role and to challenge myself to see how my own experiences could be used in a different environment.

**What advice would you give to someone joining the next LiP cohort?**

Use the support provided by the Programme, be confident that your own experiences are very relevant to the goals of the Programme, and in turn very relevant to the community leader with whom you are partnered. The partnering approach through the Programme was excellent, so the 'matching' worked very well. Working with the community leader gives you a very different perspective, but also shows how much more you can give beyond your day job, and how important our role is in the community.

**What was your your experience on the programme?**

The Programme approach was brilliant. It was very well-structured, informative, supportive, and provided an excellent framework within which to build a strong partnership with the community leader. I gained a lot from it – I was humbled by how driven, passionate, resourceful and creative my community leader was, which was inspirational in itself; and I learnt that with a willingness to be flexible, to listen, to apply what suggestions and advice that may be received is very powerful, not just to me, but in turn to my team and to my management.

**Have you noticed any changes in your partner as a result of your support?**

Absolutely! His starting position of 'challenge me' was very refreshing – and he meant it! With such an open mindset, willingness to consider options and possible new ways of working, he was able to bring to life in a very practical and meaningful manner, owned by him in a way that worked for him, how to develop his new team, as well as his own management and oversight role. In turn, his relationship with his team, his manager, and the broader organisation evolved very positively.



**Emmanuel Utomi works for Hackney Council**

**What inspired you to join LiP?**

My previous Manager had been on the programme, when she became aware that I will be taking on my first Management role she advised me to join.

But beyond that I needed all the support I could get as my role was recently created to recruit and manage a new customer service team to explore alternative service delivery methods some of which were not the organisation's standard process.

**Tell us about your experience on the programme?**

The experience was very rewarding. I started only with clarity as to what I wanted to achieve and from the start Michael used this as the springboard to organise our coaching sessions. The sessions not only highlighted the challenges that were present but also the ones that lay ahead but for each challenge he took time to take me through a series of questions that eventually led to possible ways of handling them.

The sessions were challenging in that it helped me stretch my mental capacity to look beyond what was going on within the team to what was possible if we pushed ourselves intelligently.

**What has been your one key takeaway from this programme?**

I have matured as a Manager and the support from Michael has been tremendous. From the support I received during the recruitment period, to putting strategies in place, to helping the team work as a unit and then eventually during our last session to be able to look back to actually realise that the vision at the start was now a reality.

**What advice would you give to someone joining the next LiP cohort?**

If you commit to the process and do your bit as a participant, the results can be very rewarding.



# Case Studies



**Deborah Harvey is Company Secretary at UBS:**

**What inspired you to join LiP?**

Several factors motivated me to apply for the programme. My daughter had a mentor during her time at university who was himself working in the voluntary sector and my daughter had completed some voluntary work for a local charity in Brighton. As a result, I had seen the positive results of both their efforts. In addition, I was looking for a way to get involved in projects outside my working environment and to enhance my own skills and experiences, so volunteering for this programme felt like a great way to enable me to do that while hopefully helping others too.

**What was your your experience on the programme?**

It has been an incredibly positive and enjoyable experience; I have seen how the programme enables people to grow in confidence by being given the opportunity to take some time out from their workday to meet and talk through any issues that they are facing in their day to day role. I learnt that while being prepared for our sessions was really important, being flexible and listening were also crucial skills. I was inspired by Isabel's desire to get to grips with the matters she was dealing with and watching her grow in confidence in the new tasks she was taking on.

**Have you noticed any changes in your partner as a result of your support?**

During the process I was proud to watch Isabel grow in confidence and self-belief. As we discussed particular aspects of her role at our partnership meetings she was able to reflect on things and often she could see that the actions and decisions she was already taking each day were more impactful than she realised.

**Isabel Kidel works at ELATT**

**What inspired you to join LiP?**

A colleague told me that he had done the programme previously and he highly recommended it.

**Tell us about your experience on the programme?**

I was new to the leadership role – and also following a career change and time at home with family responsibilities, I was not very experienced in working in an organization. I therefore lacked confidence in tackling new tasks and taking decisions.

My coach helped me a lot to feel more confident in my role, to recognize what I was already doing and to remember 'you are good at this'. Even preparing for our meetings was really helpful, as it made me reflect on my priorities, and take the time to think about my role, rather than blindly rushing from one task to another.

**What advice would you give to someone joining the next LiP cohort?**

My advice to anyone thinking about joining the next LiP cohort is "Do it!" Before you meet your partner you worry about how the sessions will go, but it is surprising how quickly you become familiar and totally committed to getting the most out of each session. I have found the whole experience very rewarding, it's definitely a two-way process.



**What has been your one key takeaway from this programme?**

I have a better understanding of my organization as a whole, and how I can contribute to it. It has helped me be conscious of the 'bigger picture'; ie what the organization is trying to achieve and feel more confident in how my role can help towards this broader aim. I also enjoyed sharing experiences with others both in the charity and corporate sectors and realizing how much we all had in common.

**What advice would you give to someone joining the next LiP cohort?**

You should definitely do it! It is such a good experience and I have Deborah's words of support and wisdom to keep with me whenever I feel unsure in the future.