



think differently

The genesis of *Think Differently*



- *Think Differently* is an industry leading employability & employee development initiative
- Aims to support candidates experiencing **barriers to employment** into a career within the construction industry and build internal capacity and capability within Mitie
- In partnership with CITB, Remploy, Geason Training & National Autistic Society



Background to the programme



- Celebrating Differences, diversity initiative created seed of thought!
- Inspirational workshops Disturbing gulf within our marketplace
- It's all too easy to listen and forget, we wanted to provide a solution
- Began to discuss options amongst partners
- CITB Flexible Funding Programme which became *Think Differently*

The project in numbers



- 18 month programme
- 15 hrs per week
- 60 candidates
- 12 week programme split into 3 stages
 - 2 week training plan development
 - 8 week work placement within Mitie
 - 2 week training consolidation
- £800k total investment
 - £483k contribution from CITB
 - £317k match funding
- 3 cohorts completed
- 4th ongoing
- 20% of candidates directly employed to date

Preparation



- Identify Disability Coaches from within Mitie
- Identify placement opportunities
 - Trades roles
 - Commercial roles
 - Admin roles
 - Customer care roles
 - HR roles
- Remploy & NAS identify candidates
- Remploy train Mitie Disability Coaches
 - Disability Awareness
 - TSI
 - Mental Health First Aid
- Geason identify training plans based on placement and experience

Relevant Industry Training



Robert Kilpatrick to provide 2/3 slides

RK to deliver next slide also

Think Differently – Stage 1



Weeks 1 & 2 [Develop training plans]

- Weeks 1 & 2 prepare candidates for the 8 week work placement.
- Geason Training deliver a relevant qualification for candidates to work towards during the Think Differently programme.
- Typical qualifications include:
 - Level 2 City & Guilds Diploma in Property Maintenance
 - Level 2 City & Guilds Diploma in Business Administration
 - Or any other qualification relevant to the placement
- Meet & Greet candidates & Disability Coach's
- Agree working pattern
- Agree any adjustments necessary

Think Differently – Stage 2



Weeks 3 – 10 [8 week work experience placement]

- Candidates undertake a work placement role of their choice
- Based within a local Mitie Property Management branch
- Candidates supported by Disability Coach's
- Candidates supported by Remploy or NAS adviser
- Weekly steering group call to iron out and prepare for milestones
- 15 hours per week, ideally over 2 days but can be agreed as required
- Experience reality of work



Think Differently – Stage 3



Weeks 11 & 12 [Training consolidation]

- Complete any outstanding aspects on the training qualification
- Work towards CSCS cards for trade placement positions
- May involve some practical work for “trades” based placements
- If so delivered at Geason Training centre or Mitie site
- *Think Differently* graduation ceremony/lunch
- Support with job search & internal job opportunities
- Programme ends, Remploy/NAS support continues

Relevant industry training



Denise Wilson to deliver next 6 slides, however may shorten as need be?

Disability champion model



An integral part of the Think Differently programme involves Remploy setting up a 'Workplace Disability Champion Model' which involves providing specific training and mentoring to selected Disability Champions and Coaches across the programme [ie. Mitie employees]

The purpose of this is too build internal capacity, capability and confidence to recruit, retain and develop disabled colleagues across the business, creating a more inclusive workforce that better represents the communities we serve.

By increasing the confidence, capacity and knowledge of individuals at all levels across the business we can empower, influence and drive sustainable culture, policy and process change where required not only within Mitie but across the construction industry



Disability champion model



Disability Champion

The Disability Champions will be building internal capacity and capability for the future by being the designated 'disability' leads across the programme and beyond. The Disability Champions will be the 'go-to' person with any disability related queries throughout and beyond the programme. The Disability Champion will have a single point of support through a mentor.

Disability Coaches

Stakeholders managing the work experience element of the programme who have the day to day contact with the supported learners. By adopting the Model this will allow for more confidence in understanding disability, work place adjustments, learning styles, etiquette to drive a successful programme as well as having a changing perceptions across the construction industry

Disability Champion Model



Benefits

- Enabling programme participants fulfil their potential
- Have the tools to help MITIE build disability confidence
- Ensure that people with disabilities are represented and have a voice.
- In line with the company's overall diversity strategy, the champions help embed learning across the organisation
- Act as a point of contact for all disability related questions and issues.

Longer term the expected impact is a greater level of understanding, and appreciation of difference across the business

Building Capacity & Capability



Disability and Health Workshop

Designed to improve understanding of disability legislation, compliance and build confidence in supporting disabled people in the workplace.

Overview of Disability

Up to date information on legislation

Improve understanding & compliance

Mental Health Wellbeing/First Aid

This interactive course is specifically designed to help effectively support the mental wellbeing of the whole workforce and focuses on;

Conditions such as Anxiety & Depression

Provide proactive advice and guidance on having difficult conversations

Spot early signs

Building Capacity and Capability



Training Courses

TSI Training

TSI Training (Training in Systematic Instruction)

TSI is structured 2 day programme and demonstrates how to assess an individual on completing job analysis and task preparation

Planning and practical application of TSI methodology,

Applying TSI in a supported employment environment

Know how to identify and discuss different approaches to training and learning

Train the Trainer

Providing the skills to allow delegates to plan and deliver effective training. Creating objectives to ensure learning outcomes are met

Plan and design training

Ensure training is interactive and participative



This is not purely around a recruitment model

It's a model to allow you to keep skills and experience within your business by putting the right support in place

Relevant Industry Training



Mark McCafferty delivers final slide

Final thoughts



- The programme is not about one single company or person
- CITB are keen for the programme format, trials & tribulations to be shared across the sector
- Its all about small changes we can all make that make a huge difference to someone else's life
- Ours and CITB's goal is to encourage others to challenge their thought processes about disability and disabled job seekers
- We've taken steps to address our unconscious bias
- This has empowered our people and allowed them to feel confident about recruiting people that have a disability
- I'd like to challenge you to *Think Differently* also

