

Reverse Mentoring: Transforming the BAME staff experience

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“The biggest deficit that we have in our society and in the world right now is an empathy deficit. We are in great need of people being able to stand in somebody else’s shoes and see the world through their eyes”

Barack Obama



➤ **Reverse Mentoring-** *a fancy phrase for listen and learn?*

- Reverse Mentoring is not new
- Insights from colleagues should always inform and drive changes
- New status- greater awareness and influence
- Specifically targeting those groups we have (perhaps) found it hard to listen to*
- Don't see issues as isolated- for every 1 person telling you, 10 will not be



* Note: Not hard to reach as was the term I have been guilty of using in past

My experience

- Challenging perceptions
- Access to support
- Role modelling and setting expectations for others
- Positive communication
- Overcoming barriers
- Changing expectations
- Doesn't matter what its called- it is about the opportunity to engage
- *Still more to do but we have made the 1st steps for positive change*



> What I learned

- I had made many many assumptions
- I didn't know
- I must not try to explain
- I have had privileged opportunities and taken them for granted
- The differences we had made us closer
- I had to change my own thinking and that of the organisation
- I had to take responsibility
- Just not being racist isn't enough



› Where are we now

- Senior commitment and role modelling
- Mandatory expectation of reverse mentoring for all senior positions
- Unconscious Bias (UB) Training across whole workforce
- All interview panels to have colleagues trained in UB
- Celebrating diversity and difference
- Training in and challenging closed cultures
- Keep listening

1 team, 80+ nationalities



St Andrew's HEALTHCARE

We're a **globally diverse** team, working together to **improve patient lives**



“There is no way we can be the best if we don’t take time to understand each other and their different experiences”

Austin Omotoso