



HAVE YOU HEARD THE LATEST?

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Dear Member,
Welcome to your July Newsletter

Recently I was the only man in a group of women. Our conversation was about healthy eating and things to avoid. The talk turned to alcohol consumption and one participant looked directly at me and said how important it is to avoid excessive beer drinking. Now I am a man, and a fairly large one at that and I have no doubt that the comment was not meant offensively and may well have been an attempt at light hearted banter. That said, as a genuinely light drinker, I did find the comment slightly irritating.

When people make assumptions about you it can be very frustrating. Sometimes it may be based on stereotyping, pre-conceived ideas or unconscious bias. What was said to me was in a particular situation and quite focused on one thing. Such a comment may never be made to me again. It did however get me thinking how people must feel if they are regularly subject to assumptions based on how they may appear, or how they may be different in some way.

I wonder what decisions are made on the basis of assumptions? He is big so might be intimidating we won't give him this job to do! She is quiet so won't be any good dealing with challenging situations! He is a part time worker we won't give him this high profile project! She has just had a baby her mind won't be on the job, we will pick someone else!

A friend told me I was being too sensitive about what was said to me, that however was not the point. What impact can assumptions have on people? Making assumptions because of their gender, their colour, their nationality, or indeed any other trigger Things they shouldn't have to be concerned about.

I don't view this as me being over politically correct, a term all too often used now as pejorative, though its basis may be in the Greek Politikos - of or relating to citizens and therefore treating them correctly. However, I do think in our language and behaviour we should be sensitive to others, culturally aware and emotionally intelligent.

There is a reality that people may not be aware when assumptions have been made about them. However if they are aware they are then faced with a choice. How do they respond? In the classic response to dominance model they may Withdraw, Acquiesce or Resist. All have potential negative consequences; Withdrawal may mean avoiding certain situations and therefore missing out on opportunity. To acquiesce is to go along with it, perhaps even laughing even though it causes personal discomfort. To resist may risk the assertion of being too confrontational or stropky.

Sometimes this model is portrayed as a conflict continuum with the options being to avoid, defuse or confront. A person of course has choice about how to resist / confront and may need support in planning their response.

As a leader how can you ensure people are aware of the pitfalls of assumptions?

How can you support someone to resist i.e. confronting in a positive manner?

What assumptions may you be making?

CMI offer several ways of supporting leaders, not least of which are Management Direct with its wide range of resources to support ongoing development. Also the CMI mentoring scheme or the range of qualifications. Events and webinars may also interest you and are all outlined on the website. Also worthy of consideration is the prestigious Chartered Manager Award which I like to describe as helping with 3 Cs - Capability, Credibility and Confidence. Undertaking the award gives you a real opportunity to step back and think about what you do as a leader & manager and how you help enable change.

What are you doing for your CPD?

How could CMI help?

Please feel free to contact me - or join in the conversations at:

Twitter [@CMINorthWest](#) or **Linkedin** [CMI North West](#)

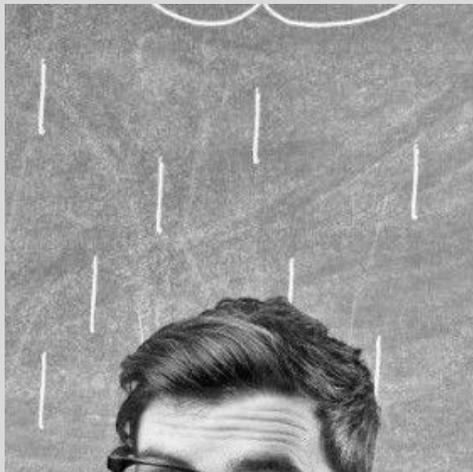
Kind Regards

Paul Finnegan CMgr FCMI

Chair, North West Board

WEBINAR INTELLECTUAL PROPERTY...

Monday 9th October, 6:30pm - 7:30pm



Why is it important to you and your organisation?

Do you understand your intellectual property and how to protect it? With speakers from the UK Intellectual Property Office, this webinar will help sole practitioners and SMEs as well as larger firms become more aware of trade marks, copyright and how not to breach the IP of others.

This webinar will give an overview of the main areas of IP, the costs, IP overseas, and the impact of intellectual property on individual consultants and SMEs.

BOOK YOUR PLACE

WEBINAR TIME MANAGEMENT - TAKING BACK CONTROL

Wednesday 22nd November, 6:30pm - 7:30pm



Do you constantly feel that there is too much to do and too little time? Do you feel frustrated about the ever-increasing demands from your employer or manager?

'Always on managers' are now working 29 days extra per year and are suffering rising levels of stress according to the Chartered Management Institute's Quality of Working Life study. This is the equivalent of cancelling out an employee's minimum holiday entitlement of 28 days.

Peter Fisher CMgr will lead a CPD webinar on Time Management – Taking Back Control, featuring tips and techniques to 'help take back control and enhance your productivity and wellbeing'.

BOOK YOUR PLACE

WEBINAR MENTAL TOUGHNESS & PERSONAL RESILIENCE

Tuesday 5th December, 6:30pm - 7:30pm



Improve your mental toughness and personal resilience in this webinar. Team building and leadership development company AQR International and a panel of experienced managers and practitioners will explore the importance of these attributes and the need for organisations to support them.

This CPD event is being developed with the Chartered Institute of Public Relations (CIPR) Local Public Services group and the Chartered Management Institute's (CMI) Southern region.

The event follows on from research by the CIPR LPS group and Manchester Metropolitan University in 2015-2016 which highlighted personal resilience as a key attribute for communicators and senior managers.

BOOK YOUR PLACE

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EVENTS

coming up soon in your area



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