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**A few thoughts from Andy on Standing Out**

As we emerge from the post-Covid era, we are faced with a new working environment that people will have to adapt to, and which will become the new ***“Norm!”***

Those working in **Higher Education (HE)** will not be immune to it but will have to change how they do things to survive in a rapidly changing and competitive market!

Some of the key aspects that both Universities and Further educational establishments are going to have to face in the short to medium term is as follows: -

* Staff retention.
* Staff well-being.
* Staff motivation through **Coaching and Mentoring (CAM).**

**Staff Retention**

The last year (2021) has been euphemistically called “**The Great Resignation”** as many who were forced to work from home or undergo hybrid working had time to consider their futures and also make decisions about what they will do next. Some of these were forced on them by layoffs, furlough, or redundancy.

Having worked in a university department with a high staff turnover, I have a good idea of how many of them will feel and that many who left did so because they were not valued. In the end, drastic changes had to be brought in to stop the rot and try to retain the remainder!

Leadership is going to play a ***key role*** in these matters if things are to improve and get better!

**Staff well-being**

The core aspect of this will be for line managers to ***Stand Out*** in how they look after not only the physical well-being of their team but also their mental health (MH) as part of their statutory duties of care.

Being great listeners to their problems and being able to reassure them will play a large role in retaining their services!

A key thing I learned from my participation in many of the management courses I attended was that people would only start giving more of themselves if their basic requirements are addressed by their leaders; in line with ***Maslow’s Hierarchy of Needs,*** and this is have found to be sadly true in both private and public sectors.

**Motivation**

Team members will look up to those who inspire, motivate, and lead them.

Great leadership comes from leading by example, setting realistic goals and objectives, to supporting their staff on their career journeys.

Some leaders are very good at this, and some are really poor as they lack **Emotional Intelligence** (EQ); possessing a high IQ score and a PhD does not guarantee the ability to relate to others.

Those who helped me most in my career were ex-armed Forces officers; they knew how to lead their **Platoons** and support their **Ratings.**

**Self-motivation**

My time spent Coaching, and Mentoring others has helped me draw upon my passion to help others on their journeys.

Recently I was honoured to be re-accredited as a ***Qualified Coach of Excellence; this*** helps me to S***tand Out*** from the crowd.