

GOLDEN NUGGETS: ADVICE FOR COLLEAGUES

Below is a transcript of the feedback from the final breakout session in which delegates were asked to identify three “golden nuggets” that they would want to see shared with colleagues.

Group 1

- Don't take it personally. Don't take it home.
- Find your own way and stay safe.
- Look for the comedy in the darkest of times and share this with your jail family.

Group 2

- Be yourself, don't try and change. Take the experience and lessons and make them your own: don't be afraid to listen, question and make your own mistakes.
- Don't hold grudges - let it go, treat people (staff and prisoners) how you would like to be treated and don't be afraid to say sorry.
- The attitude: show willing, be positive, look for the positive and challenge the negative both in prisoners and our own attitudes to create solutions.

Group 3

- If you don't know, ask someone: every day is a school day regardless of how long you have been in the job.
- Recognise and acknowledge that we are role models to peers and prisoners.
- Look after each other and encourage each other's personal development.

Group 4

- Stick together and support each other through thick and thin - even if you disagree with your colleague, stick together.
- Be consistent in your approach with both colleagues and prisoners throughout your working day.
- Be reasonable in everything you do in the prison, as you would outside the prison.

Group 5

- Don't underestimate yourself, reflect on what you have done that day, what you achieved and accomplished. Don't minimise what you do.
- Do unto others as you do unto yourself: Respect between prison staff and prisoners, integrity and honesty.
- Communication: maintain being a good listener, processing information and relaying that back to prisoners for their understanding builds a rapport and professional relationship with your prisoners, taking on board negativity and positivity at all times.

Group 6

- Just be aware of your own values and maintain your integrity and honesty.
- With help and support from management, empower and create success.
- Don't let negativity become a workplace disease.

Group 7

- Everyone needs to believe in what they do and how they do it.
- We need to become more connected and less insular as a whole service; we have similar problems throughout the estate so let's work together to fix problems and share suggestions.
- Don't be afraid to be an individual - everyone has their own skills and strengths when doing their job. We need to give ourselves credit for the job we do; we can lose sight of the incredible job we do every day.

Group 8

- Don't forget that we are *not* a forgotten service. We were shocked that the academics from Cambridge value and are so interested in the work that we do and I think we should let new staff be aware that people are interested in our work.
- Prison officers are passionate about what we do.
- You are not alone; always stay positive; you are making a difference.

Group 9

- Support each other and be consistent with each other. There are people that care about us (I didn't know that before I came here for these two days).
- Recognise people's strengths within your teams.
- We are good at what we do.

Group 10

- Be passionate.
- Every contact matters, whether that's staff, public or offenders; negative or positive; every contact matters.
- To keep your standard high and maintain them and expect people to rise to them rather than you lowering your expectations.

Group 11

- Just remember that for nothing to happen in the day you've got to work exceptionally hard.
- We are not alone; we are all in it together.
- Be yourself.

Group 12

- Fight the negativity.
- Trust yourself, believe yourself, be yourself.
- Focus your energy on the things you can change rather than the things that you can't.