

# Regional Insights from the East Midlands Leadership Programme Focused on EDI

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July 2025

# The start... get into the space of progress

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Be part of the problem or part of the solution

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Accepting there is a problem (history, data, voice)

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Silence isn't a solution, it is an agitator  
(impacting trust, productivity, recruitment and  
retention, and progress)

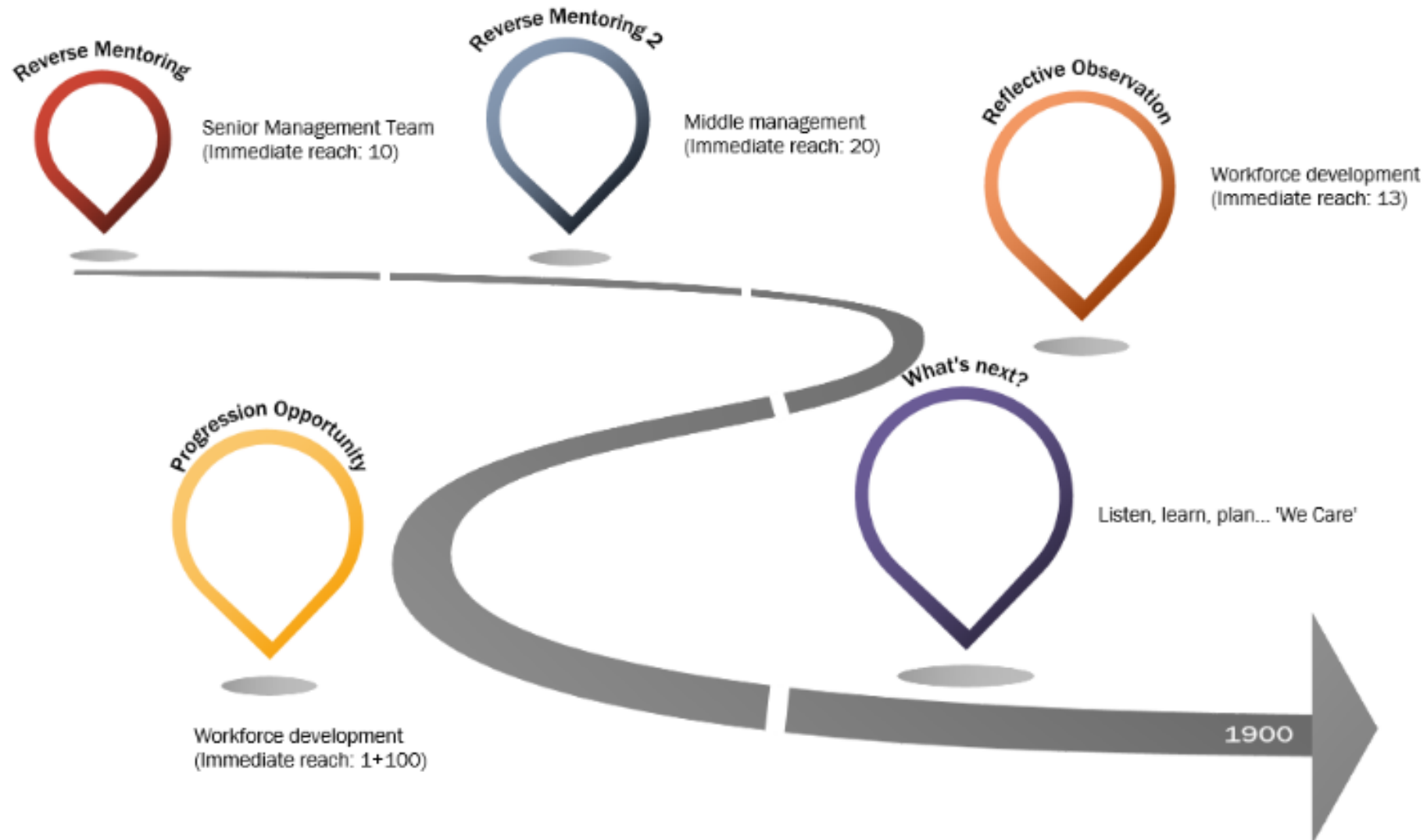
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Leading from the front – be visible and know yourself  
(The voice of Regional EDI conferences to Directors)

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Listen!

# An example of listening—



# Reflective Observation – what we learned

This is the information I said I would send about the key learning areas identified by the 13 staff who made use of the reflective observation offer :

- Performance management
- Evidencing impact of work
- Understanding quality assurance activity
- Understanding how the different services and departments fit together
- Understanding the role of management
- Understanding what a day in the life of a manager looks like
- Understanding the types of staff/people issues managers are involved in
- Understanding how to 'manage up', how to influence and gain support.
- Increasing confidence to manage and lead
- Understanding and managing the imposter (imposter syndrome)
- Understanding how managers prioritise demands on their time
- Understanding the types of staff/people issues managers are involved in
- Linking questions in interview to knowledge base (preparing for an interview)



# The big SO WHAT

- Feeling listened to makes people feel valued
- Invites people to contribute, to influence and shape the work environment and practices
- It moves people (those people label difficult, the troublemakers, those resistant to change,) from fight/flight into a relationship of trust
- It shows us the dark corners of our business - we know they are there but can't find them on our own
- Invites people to be creative and through creativity, show us ways of doing our business we haven't previously thought of
- It makes us better leaders and teaches us to be followers when we need to be.

Stay in the space of progress