



HUMANISE SOLUTIONS



Humanise Solutions Outstanding Women Empowerment and Leadership Programme

Crystal Palace FC – Cohort #1 & 2, 2024

Humanise Solutions worked with Crystal Palace Football Club to create a leading women empowerment and leadership programme to support female employees as part of the clubs unwavering commitment to fostering a culture of gender equality and personal growth amongst its staff.

To meet the current time frames due to various commitments the programme was delivered over a six-week period. It included three full day workshops and 15 online learning modules assured under Humanise Solutions ILM City and Guilds status.

The online learning was hosted on Humanise Solutions Academy learning app. Each participant had their own unique access to complete the online modules at their own pace whilst having access to Humanise Solutions coaches in support of their own personal learning objectives.

The women's empowerment and leadership course has been expertly designed by Humanise Solutions who pride themselves on prioritising the well-being inclusion empowerment of individuals as they pave the way for a brighter more sustainable future.

Working with Crystal Palace's E,D&I leads, Humanise Solutions programme focused on the empowerment and leadership development of its female staff across all disciplines.

The programme seeks to develop essential leadership skills amongst participants fostering their ability to lead with confidence and competence. We aim to build a supportive environment where women can explore their strengths develop their leadership style and unlock their full potential.

Central to our objectives is the promotion of strategic thinking encouraging participants to envision and implement impactful strategies that drive positive change. Additionally, we aim to foster collaboration and networking opportunities enabling women to connect with peers and mentors and build valuable professional relationships.

Furthermore, our programme aims to inspire innovation and creativity empowering women to explore new ideas and approaches to leadership and problem solving ultimately, we strive to support the personal professional growth of outstanding women leaders equipping them with the skills and confidence to make a significant impact in their fields.

Objectives

- **Develop authentic leadership**
 - Foster self-awareness and self-reflection to encourage participants to lead authentically.
 - Provide opportunities for participants to identify and leverage their unique strengths and values in leadership roles.
 - Offer guidance and support in aligning leadership practises with personal values and beliefs.
- **Increasing confidence**
 - implement strategies and exercises aimed at boosting self-confidence and self esteem.
 - Provide platforms for participants to practise and refine their communication and presentation skills.
 - Offer mentorship and coaching to help participants overcome self-doubt and impostor syndrome.

- **Personal brand development**
 - Assist participants in defining their personal brand identity and value proposition.
 - Provide guidance on building and maintaining a strong online presence through social media and networking platforms.
 - Offer workshops and training sessions on storytelling and personal branding techniques.
- **Conflict and Negotiation development**
 - Equip participants with conflict resolution strategies and negotiation techniques.
 - Provide opportunities for role-playing and simulations to practise handling conflicts and negotiations.
 - Offer workshops and seminars on stress management resilience building and work life balance.
 - Encourage mindfulness practises and self-care routines to enhance overall well-being.
- **Workplace skill development**
 - Provide training in essential workplace skills such as time management teamwork and adaptability.
 - Offer practical sessions on project management problem solving and decision making.
 - Facilitate opportunities for participants to develop leadership competences specific to their industry or sector.

Approach

Led by Humanise Solutions People development team, the participants completed three full day face-to-face workshops and 15 online assured e-learning covered the following titles;

- | | |
|--|--|
| • Being you | • Personal resilience |
| • Mindset and toolkit for success | • Mental health awareness |
| • Impostor syndrome | • The power of no |
| • Maintaining your belief | • Building your professional network |
| • Taking care of yourself | • Developing your leadership skills |
| • Training and development for women leaders | • Influencing assertiveness and negotiations |
| • Personal branding | • Conflict resolution |
| | • Avoiding burnout |

■ Participant Feedback

- **Workshop 1**

Were the training objectives clearly defined, yes- 100%

After this training do you feel comfortable handling the assigned tasks,
yes- 100%

How has this session helped you?

“Helped me understand myself and growth”

“Really enjoyed the piece around moving from comfort zone to growth zone
and how I can try to implement this more”

“Created a really good space to be able to discuss our individual development
but also boost each other as women in the workplace”

“It was a safe space to share validation, exploration and it was empowering”

“It helped me self reflect in a personal and professional environment”

- **Workshop 2**

Were the training objectives clearly defined? yes- 100%

After this training do you feel comfortable handling the assigned tasks?
yes- 100%

How has this session helped you?

“Able to be insightful into my life and thinking about people around me”

“Reflecting on who supports me”

“It has really helped me explore my role in the organisation and know that I
need to expand my connections to push myself forward”

“Really enjoyable, really helpful to reflect on a few areas and help develop on
parts from the first session”.

- **Workshop 3**

Were the training objectives clearly defined? yes- 100%

After this training do you feel comfortable handling the assigned tasks?

yes- 100%

How has this session helped you?

“Identifying my goals and how I want to achieve it”

“To think about me my strengths and weaknesses what I want what I’m worth and the value I bring that I am strong dependable knowledgeable loyal and caring”

“I’ve gone away from each of the sessions feeling reflective and conscious of how I want to implement what I have learned and discussed in all areas of my life”

“Make me realise my worth and what I want to achieve”

“Another really good session of reflection and development. Really enjoyed it”.

“This course has been so important in boosting my confidence in what I do well already and what areas to focus on”.

“I feel better in myself and knowing my colleagues have similar thoughts”.



Programme Feedback



I just want to say what great course. it's been brilliant watching everybody grow from week 1 to today and to know that we've got that will take forward make this place much better for all of us"

I found that the programme was very interactive it allowed and facilitated for a lot of self-growth with different conversations and the ability to understand how we should bring different strengths to different settings, different environments creating safe spaces to talk through different situations that we may feel currently and again just with the ultimate goal of building that self-confidence and self-awareness in different settings"

This course was more than I expected, and I've achieved more than I could have asked for"

I have done various courses over my career, and I can honestly say this was the best programme I've ever participated in"

We would love there to be a follow on second course!"

We would like the programme twice a year with different topics surrounding empowerment to remind and focus our minds".

How will you take your learnings forward to support the growth and opportunity for women within your organisation?



Wanting to mentor and support others to achieve their goals”

I definitely will use the content and discussions to help champion other women in my organisation to feel confident and empowered in their abilities”

To make the best category one Academy”

I will be looking out to support younger women in the organisation more”.

I will continue monthly women’s meetings to champion our objectives”.

I will share my reflections and implement new ways of working”.

Would you recommend this course?

100% YES



Crystal Palace FC understands the importance of supporting, empowering, and upskilling the women with the organisation. So, working with Humanise Solutions to deliver a course that aligns so well with the strategy has been amazing.

Serena and Scott have created such an incredibly powerful course that I have had nothing but positive feedback and excitement from all participants so far. This allows the organisation to build on this foundation of empowering women and building future leaders not only in football but within personal lives. I will continue to recommend this course for all organisations in all industries, as I strongly believe Humanise Solutions offers a service that puts people at the heart of its courses.

Laura Baptiste. Acting Head of Safeguarding. CPFC

**To Understand how Humanise Solutions can support
your organisation, please get in touch:**

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