

Personal Development Resources

Confidence with difference

Activity





What does being confident with difference mean?

Sometimes, when we meet people who appear different to us, we can feel nervous about saying or doing the wrong thing or accidentally causing offence. This can create barriers that then impact the quality of care and support that person receives, perhaps we even try to ignore that difference.

We regularly hear the phrase 'we treat everyone the same' in care services. It's a common belief that this is the right approach to providing good care and support. But despite the well-meant intention, treating everyone the same ignores important differences.

The video that accompanies this activity you're about to watch introduces the concept of being 'confident with difference' and encourages you to consider how confident you feel supporting people who appear different to you in some way.

The video refers to 'protected characteristics'. These are traits or qualities referred to in the Equalities Act 2010. Individuals must not be discriminated against or treated unfairly on the basis of these traits or qualities. We often use protected characteristics within assessment or care planning to ensure we are meeting legal obligations, but you need to understand the impact or effect of someone's protected characteristics on their needs, preferences and aspirations to deliver truly person-centred care.



Protected characteristics are:

- Age
- Disability
- Gender reassignment
- Marriage/civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation

Now watch the video 'Film 1 What does being confident with difference mean?'

<https://www.skillsforcare.org.uk/Learning-development/ongoing-learning-and-development/equality-and-diversity/Confident-with-difference.aspx>



Activity

Now self-reflect on your knowledge and understanding of the subject in each box below.

Having heard what being 'confident with difference' means to the people on the video, consider what it means to you.

How confident and comfortable are you talking about difference with people you support and with your colleagues?

How do you know that your organisation is welcoming to people from different backgrounds? Give some examples and consider some ways that it could be more welcoming. (Some examples could include improving marketing materials, changing wording on care or support plans or better training and development for staff)



Remember

The questions are there to help you think and not restrict your thinking and don't have to be strictly adhered to.

Once you have completed the activity ensure that you discuss your thinking and how this will result in changes in your behaviour with your t2 Personal Development Manager during your next monthly Teaching and Learning Review.