

Just One Question – November Insights

What's the best bit of advice you've been given about working with young people?

Topline: 65% of respondents offered advice on 'things practitioners should do' vs 'ways to be' (39%) and 'things to remember' (31%). The most common advice was to listen (33%). There was no significant variation by demographic / organisation info, but bigger and more complete data will support with this in future months.

This section highlights the most common areas of advice, a full breakdown, a spotlight on standout responses, and a consideration of whether job title, region, gender

Top areas of advice:¹

- The most common piece of advice was to listen to young people at 33%. These responses commonly referred to the importance of active and non-judgemental listening.
- Relatedly, the next most common advice area was the importance of empathy at 18%. These responses encouraged adults to reflect on their own childhood/youth, their own journeys and experiences, to try and understand a young person. This was closely linked to responses that reminded to treat each young person as an individual (8%).
- 13% of responses cited the importance of being your genuine and authentic self. Many of these responses indicated that young people can tell when you are not being your authentic self and this can prevent the building of trust.
- A full breakdown of the key themes that were present in advice submissions and their respective percentages are presented below:

Advice - Subthemes	% who cited
Always listen!	33%
Importance of always remaining empathetic	18%
Be your genuine/authentic self	13%
Build trust, earn respect.	10%
Each young person is an individual!	8%
Learn from the young people you work with	7%
Consistency. Show up for young people. Don't make false promises.	7%
Patience! Relationships and trust take time	7%
Unconditional positive regard for young people	6%
Look after yourself! You can't do it all	5%
Stay flexible in your approach	5%
Think of the big picture: community impact & making a difference	5%
Importance of clear boundaries	4%
Stay fun and friendly	3%
Separating the behaviour from the person	3%
Prioritise accessibility / equity	1%

¹ Responses were analysed thematically. The minimum number of responses to warrant a thematic area was 5. Responses could be assigned multiple themes.

- This themes can be further grouped under broader advice areas, of ‘things to do’, ‘ways to be’, and ‘things to remember’.

Topline themes	Includes subthemes:	Total %
Things to do	Always listen; Build trust, earn respect; Consistency; Unconditional positive regard; Look after yourself; Boundaries	65%
Way to be	Empathetic; Authentic; Flexible; Fun & friendly	39%
Things to think/remember	Each young person is an individual; Learn from young people; Stay patient; Think of the big picture; Separate behaviour from the person; Prioritise accessibility/equity	31%

Standout responses:

1. 'Don't rush to fix - young people have the solutions to their own problems. They just need help to find their way through' (LISTEN / LEARN / PATIENCE)
2. 'Be authentic, look after yourself so you can look after the young people and don't be afraid to admit when you get things wrong' (GENUINE / SELF CARE)
3. 'Sometimes your presence alone is the asset. Not the programme, the space, the theory or the approach. The fact you show up and see them as who they are is what breaks through.' (EMPATHY / CONSISTENCY)
4. 'Above all else young people need time. You may have everything in place - the funding, the team, the plan, the goals.....but without investing in time young people will feel unheard, unsupported, and unprioritised.' (PATIENCE)
5. 'When a young person steps over the boundary, give them a way out, a way to put themselves back on the right side of the line without losing face.' (FLEXIBILITY / BOUNDARIES)
6. 'Don't assume anything and don't pry. Build a relationship and let them get to know you and then they will open up, but don't promise anything you cant deliver.' (CONSISTENCY / TRUST)

Considering advice areas by job title classification:

- In general, there was no significant variation by job title classification. More complete data will allow for more meaningful conclusions to be drawn from reporting in subsequent months.²
- The biggest difference was within the 'listen' area. Where 70% of Chairs/Trustees responses cited the importance of listening, as compared with 40% of youth practitioner and 17% of senior service delivery / project management's responses.
- Youth practitioner and Senior Service Delivery / Project Manager advice tended to be much more spread out across all the advice areas versus other job title classifications.

² I.e. To avoid making any conclusions / comparisons between groups of less than 25.

Considering advice areas by region:

- Comparing the two regions for which there were higher numbers of respondents but are the most dissimilar in terms of rural/urban split and ethnic diversity, Greater London and the South West, showed no significant variations.

Considering advice areas by gender:

- Comparing cis-women with cis-men showed some minor variations across the top four advice areas. These shown below.

Gender	Listen	Genuine/Authentic	Empathy	Trust/Respect
cis men (n=39)	13%	15%	26%	13%
cis women (n=96)	34%	14%	15%	5%