

JUST DROP IN / CHARITIES

Helping a charity approach difficult conversations with confidence

Mark Whitfield helped Just Drop In develop a clearer way to work through difficult situations. The charity gained a practical framework for team discussions, assertiveness and decisions about the support its visitors needed.

The situation

Just Drop In provides support for children and young people in Macclesfield and the surrounding area. Growing demand and the complexity of the situations brought to the charity were placing pressure on its staff. Chief Officer Ann Wright wanted to help the team become more confident in handling challenging conversations.

What we did

Through a Cheshire Connect skills match, Mark worked with Ann to understand the pressures behind the issue. He introduced a Business Model Canvas approach to break the problem into manageable parts and consider how the organisation could respond. The framework gave the charity a way to examine the immediate assertiveness challenge and apply the same thinking to other issues.

What changed

The supplied case study reports a clearer and more consistent process for assessing situations and signposting people to specialist support. Staff and volunteers felt more confident in difficult conversations with different audiences. Quieter team members also felt able to contribute to discussions. These are reported qualitative outcomes; the source does not provide numerical measures.

“Mark was knowledgeable, skilled and had boundless enthusiasm and energy in supporting us. He took time to understand our needs, and by listening to our issues, we came up with a fantastic plan to look at where there were particular systemic challenges in the organisation.”

Ann Wright, Chief Officer, Just Drop In

This was organisational development support. No Hub use or software outcome is claimed.

Source: the supplied Just Drop In case study and client feedback. Reported experience is presented as historical work delivered by Mark Whitfield, now CEO of Employee Passport.

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