



“A holistic approach to make the atmosphere more harmonious”

A case study with Make Mee Studio

As a social enterprise based in London, Make Mee Studio aims to make sewing accessible to all through workshops for both adults and children. They attended a GPM co-production workshop and then reached out for GPM’s bespoke support with group dynamics.

Tailored and realistic

As a sewing studio working with a wide variety of people, Make Mee wanted to ensure that its teachers felt confident leading groups and managing complex group dynamics. Jaime, one of Make Mee’s founders, describes how *“I don’t want the people who work for me to feel unprepared for when challenging situations happen”*.

For Jaime, the tailored nature of GPM’s support was vital. Jaime describes how they *“would go to other trainings but it never felt like they were quite relevant to us and the things we were dealing with”*. This made the Make Mee team feel as if they *“didn’t really know where to go for some of our challenges”*. Instead, GPM provided the team with in-person support tailored to their specific situation. This increased its impact because it was realistic, *“it is stuff we can actually do within the constraints that we have”*.

Jaime feels there is great value in GPM’s support coming directly from an external organisation, describing how *“having an outside facilitator coming in was valuable, it offered the team an outside perspective to think about ideas, it’s not just me telling them”*. This gave the Make Mee team dedicated time to reflect on their challenges together. Jaime describes how, with other training *“I try to come back and relay what I’ve learnt but it’s hard not having a set time to properly communicate that, it helps having someone else coming in”*.

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The GPM support was very interactive and engaging, *“giving everyone space to come up with ideas themselves”*. Jaime believes that this approach maximises its impact and makes it more likely to be implemented *“because it’s less top-down, it’s more like we’re a team and we’re making things better for all of us”*. This helped the whole team to *“feel a part of it and to understand why we do the things we do”*.

It was also practical by *“giving us time to implement the things we think we’ll be using”*. This contrasts to other training which can sometimes end with *“saying we’re going to do it, and writing it on a bit of paper, but then putting that paper in a drawer and never doing it”*.

The confidence to set boundaries

The support from GPM has increased teachers' confidence and their ability to set boundaries during the workshops. As Jaime reflects, *"a lot of leadership is about boundaries and sticking to these boundaries, it has helped everyone's confidence to say 'this is the way that we run'"*. Jaime believes that the interactive nature of the GPM support enabled this change in mindset, because *"it gave the team space to come up with the ideas themselves"*.

In addition to this mindset shift, GPM's support has also led to tangible and practical changes. Make Mee have now developed principles for people to adhere to when they're in the studio, which are printed out on the wall. These principles include the need to be:

- Kind
- Patient
- Mindful of others

Jaime feels this has impacted the atmosphere of the classes and increased teachers' confidence to address instances where these principles are not being followed.

Other practical changes include a tidy-up alarm to ensure that classes finish on time which *"gives the teachers the confidence to feel they can say no to people, so that classes don't eat into their personal time"*. In addition, Make Mee Studio have improved the accessibility of signs around their studio, using design principles to make them easier for people to read.

In this way, GPM's impact went beyond the primary challenge which Make Mee sought their support for. They *"helped with other things, it was a holistic approach to make the atmosphere more harmonious, which was helpful"*.

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While GPM's support was primarily aimed at the staff within Make Mee Studio, Jaime feels it has indirectly impacted those attending the workshops through the atmosphere being calmer, teachers being more confident and workshops being run more efficiently.



For more information on the Good Practice Mentors:

- **Email:** GPM@syha.co.uk
- **Eventbrite:** <https://www.eventbrite.com/o/the-good-practice-mentor-team-66357714073>
- **Website:** <https://www.syha.co.uk/wellbeing/improve-your-wellbeing/good-practice-mentors/>