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PSR DEIB Training

The Mindset Makeover

Summary & Key Takeaways
Session 4 | June 2025

Summary

On the 18th June, James Fellowes & Chance Bleu-Montgomery from AMS' Alliance Partner Bridge of Hope delivered an immersive training workshop to the PSR team on the Mindset Makeover & the premise of Hiring for GRIT.

Over 100 PSR colleagues attended the live training session

It's about people. It's about seeing potential where others might not and creating opportunities that lead to real social and economic impact. Focusing on hiring for GRIT rather than just "fit" —for resilience, drive, and untapped potential - will open doors for people who've been overlooked or have faced barriers to entry, and in turn, create workplaces that are stronger, more inclusive, and truly representative of the communities we serve.

James & Chance challenged the PSR Team to:

“

Start Mining for Diamonds In The Rough”

About the trainers



James Fellowes
Co-Founder &
Head of Partnerships



Chance Bleu-Montgomery
Partner Support Manager

James Fellowes is an Inclusive Hiring Evangelist and Social Value Innovator, experienced firsthand the barriers to employment due to his mental health challenges. After being diagnosed with bipolar disorder following a tumultuous career and personal hardship, he embarked on a mission to redefine the recruitment landscape. His journey from the corporate world to founding Bridge of Hope has been fuelled by his desire to help others overcome similar adversities. His belief in the power of diverse perspectives is rooted in his personal experiences, affirming that the best way to drive social value is through an inclusive hiring approach.

Chance Bleu-Montgomery embodies resilience, having navigated a difficult childhood marked by abuse and the tragic loss of his sister. After struggling with substance abuse and incarceration, Chance underwent a transformative self-reflection process that ignited his determination to create a better future. Now serving as the Partner Support Manager at Bridge of Hope Careers, Chance is dedicated to connecting talented individuals from diverse backgrounds with employers who prioritise inclusivity. His passion for changing lives is evident in his unwavering commitment to providing everyone with a chance to succeed in their careers.

Key Takeaways

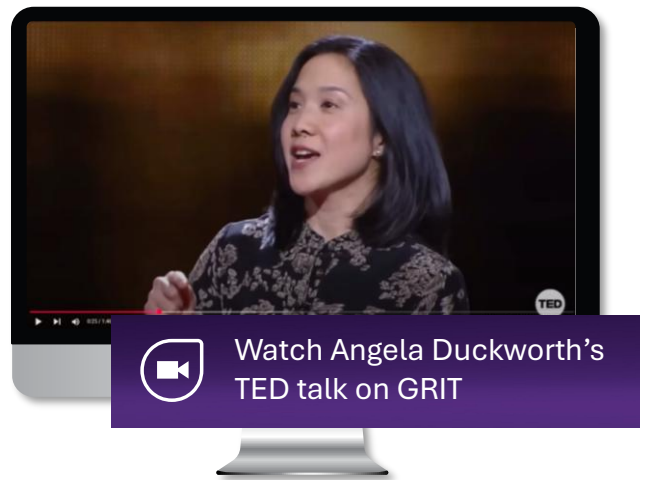
Hiring for GRIT

The Session emphasised a hiring mindset shift away from traditional screening techniques, focusing on a Growth Mindset - A growth mindset in recruitment is the practice of identifying and hiring candidates who believe their abilities can be developed through effort, learning, and persistence.



Inclusive Hiring
(Hiring for Grit)

Instead of focusing solely on past achievements or fixed traits, recruiters assess a candidate's potential, adaptability, and openness to feedback. This approach values resilience, coachability, and a willingness to grow - qualities that contribute to long-term success and align with a culture of continuous improvement and innovation.



Tips for implementing GRIT into Recruitment Practices

Why Grit Matters in Hiring

1. Gritty employees are more likely to **persist through challenges**, adapt to change, and stay committed to long-term objectives.
2. Traditional hiring often overemphasises credentials and experience grit adds a **behavioral dimension** that predicts long-term success.

Identifying Grit in Candidates

1. Look for **evidence of sustained effort** over time (e.g., long-term projects, overcoming adversity, consistent growth).
2. Ask behavioral questions like:
 - “Tell me about a time you stuck with something even when it was difficult.”
 - “What’s a long-term goal you’ve worked toward? How did you stay motivated?”

Grit vs. Talent

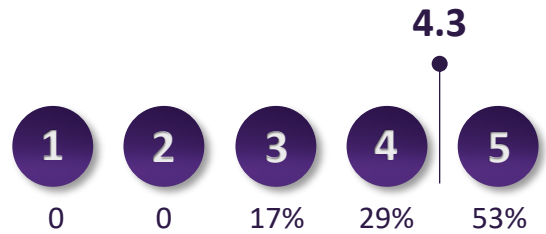
1. High performers aren't always the most talented -they're often the most **persistent**.
2. Use assessments and interviews to evaluate **effort, resilience, and passion**, not just technical skills.

Attendee Sentiment

With over 100 PSR colleagues in attendance we asked “what are the chances of this workshop changing your hiring mindset?” 65% of colleagues answered “Good chance” whilst 7% answered “Very likely”.

| | |
|-------------|-----|
| NO HOPE | 0% |
| BOB HOPE | 28% |
| GOOD CHANCE | 65% |
| VERY LIKELY | 7% |

At the end of the session we asked attendees to share how useful they found the training content with an overall rating of **4.3 out of 5**.



Below is a direct quote from an attendee who pledged to **“Challenge the status quo”** when making shortlisting decisions moving forward.

“

I found the session extremely informative. I think in our world, it can be difficult to go against the grain, because within government it’s hard to challenge the status quo as there simply isn’t the time. However, this session has made me want to try to advocate for those who “deserve” a chance where possible - and will try to apply this new information going forward.”



Interested in offering this training to your hiring community?

PSRSocialValueTeam@WeAreAMS.com