

LSIFL05

Build and maintain effective relationships with participants



Overview

This standard is about building and maintaining relationships with people involved in Family Learning, including adults and children. Building, maintaining and promoting positive relationships with and between people is essential for effective delivery of Family Learning services and programmes. This might include, understanding individuals' background, life experience, and prior learning.

**Performance
criteria**

- You must be able to:*
- P1 approach participants with courtesy showing respect for their individuality, needs, preferences and views
 - P2 negotiate the basis of, and boundaries for, the relationship with participants sensitively
 - P3 check that participants have understood what you are trying to communicate
 - P4 make sure misunderstandings, disagreements and difficulties are dealt with promptly and with sensitivity in ways that maintain positive relationships
 - P5 seek out opportunities to network with participants and to develop relationships in ways that enhance participant's self-esteem and self-confidence
 - P6 seek participants' views on the relationships within the provision and how these could be improved

Knowledge and understanding

You need to know and understand:

- K1 how to approach participants in ways that promote their confidence and self-esteem, and the importance of this to effective relationships
- K2 how to build relationships based on respect and recognition of participants strengths and individuality
- K3 how to ensure that own practice supports appropriate participation by those who become involved in Family Learning
- K4 how to work with people in ways that support and build self-esteem, confidence and resilience
- K5 the importance of allowing participants to express themselves in their own time using their own words or chosen forms of communication
- K6 why it is important to set and agree boundaries for relationships with participants and how to do this in ways that do not create unnecessary barriers
- K7 the importance of non-judgmental and non-stereotyped attitudes and approaches and how to ensure that these underpin your practice
- K8 the importance of providing opportunities to discuss similarities and differences between group members in a positive way
- K9 ways of encouraging participants to support each other inside and outside the group
- K10 appropriate ways of dealing with conflict between participants, and between participants and practitioners
- K11 how to support staff that are involved in conflict situations and seek your own support
- K12 principles of effective communication with individuals and groups including verbal, non-verbal, electronic and written forms
- K13 the different skills, methods and approaches required for communication and building relationships with children and with adults
- K14 how to monitor relationships with participants to ensure their needs are being met

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