



Professional Boundaries

One Day

Who should attend this one day course

Managers and front line staff working with adults or children and young people in any care or support setting

Introducing Faiers Training

Faiers Training uses over thirty five years of experience in the care & support sector to deliver training that is both professional & practical

Course Overview

Participants identify what makes them tick and how that influences the way in which they work with vulnerable client groups. Participants often leave with a fresh understanding of the power imbalance that exists between them and clients and how easy it is to influence clients without realising that you have been doing it and that self-awareness helps you work with clients in ways that promotes their independence and choices. In the second part of the day we focus on what is acceptable / unacceptable in ways of working with their specific client groups. We examine what needs to be addressed in agreeing sensible professional boundaries and codes of conduct.

Course Content

- **What are values?** - Where do our personal values come from & how do they influence our actions?
- **Understanding conflict** - How do we react when our values conflict with those of others and what are the consequences of that conflict
- **What is power?** & how does it influences our relationship with service users
- **How we communicate** – including what we convey without realising it
- **Recognising acceptable & unacceptable behaviour** – Also knowing when a decision may depend on the circumstances?
- **Understanding and agreeing guiding principles that can apply to both common scenarios & new situations**
- **Questions you can ask to decide what to do when faced with something not currently covered by a policy where you work**
- **Developing practical staff codes of conduct / professional boundaries**

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Half Day - ZOOM

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Course Overview

We briefly identify what makes each of us tick and how that influences the way in which individual members of staff then work with vulnerable client groups. Participants often leave with a fresh understanding of the power imbalance that exists between them and clients and how easy it is to influence clients without realising that you have been doing it and that self-awareness helps you work with clients in ways that promotes their independence and choices. The bulk of the session concentrates on what is acceptable / unacceptable in ways of working with clients. We end with questions we could ask ourselves in almost any situation not clearly covered by a company policy which allows us to decide on the appropriate action, together with referring any remaining areas of doubt to line managers.

Course Content

- **Power, Attitudes and Values?** - Our personal values influence our communication and actions. Understanding the power imbalance between staff and client helps promote true independent living.
- **Recognising acceptable & unacceptable behaviour** – Also recognising when a decision may depend on the circumstances.
- **Understanding and agreeing guiding principles that can apply to both common scenarios & new situations**
- **Questions you can ask to decide what to do when faced with something not currently covered by a policy where you work**
- **When in doubt, ask**

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