# Session 1: The importance of successful relationships

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| **Timings** | **Activity** | **Content** | **Resources** |
| 45 Minutes | FacilitatorGroup exerciseGroup exercise | **Session 1: The importance of successful relationships**This session will explore ‘What good looks like’ and how to develop and maintain good relationships.Research shows there are six key areas that family members identify as been important when working with staff (see guide for more details). **Group exercise: What’s important to me**In your groups, put the six ‘What’s important to me cards’ in order of importance, and then share your thoughts and opinions with the whole group.*Facilitator note:*There are no right and wrong answers. The object of this exercise is to generate a discussion and hear opinions.Points for discussion may include:* how easy or difficult did you find ranking the cards?
* why did you find it difficult?
* how easy was it listening to everybody’s ideas and opinions?
* what do you think families meant by the words: flexibility, respect, reliability, trust, honesty and consistency (discuss one word at a time)?
* how easy was it to reach consensus?
* how did you feel if you had to concede to your views and opinions?
* you were given a time restraint to reach your consensus. How did this help or hinder the task?
* were you happy with the outcome?
* from that exercise what can we learn about building relationships with families?

Summarise and discuss:* what personal skills, attributes and behaviours did you use during that last exercise?
* why are these important when working with and developing good relationships with families?

**Group exercise: What good looks like**Use the information you discussed in the previous exercise. In groups, create a collage that describes ‘What good looks like’ and then share your story with the whole group – be creative!*Facilitator note:*Equipment needed: flipchart paper, marker pens, glue stick, collage materials such as magazines, pictures, straws, pasta, fluffy toys and sticky notes – be creative in what you supply.*Facilitator note:* Summarise session one: Working with families is an important part of the role of the social care workforce. Family needs are diverse and complex, so how we communicate, support and work in partnership with families can have a significant impact on an individual’s care and support. | [Exercise 2:](http://www.skillsforcare.org.uk/familiesEx2) [‘What’s important to me’ cards](http://www.skillsforcare.org.uk/familiesEx2)Collage equipment |