# Welcome and introductions

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| **Timings** | **Activity** | **Content** | **Resources** |
| 30 minutes | FacilitatorFacilitatorGroup discussion and activityFacilitatorFacilitator | **Welcome and introductions**The welcome sets the tone for the rest of the day. Introduce yourself and discuss the workshop aim and learning outcomes.**Workshop aims and learning outcomes**Aim: To understand the importance of positive relationships between staff and family members, and how to overcome difficulties.Learning outcomes* Understand the importance of having successful and meaningful relationships with family members
* Understand the skills and behaviours that I need to have meaningful relationships with family members
* Identify why difficult situations may arise and how to reach agreement when they do
* Understand the importance of turning worries into actions
* How to plan for success

**Overview and style of workshop**Explain that the workshop is participative and interactive and will involve group discussion and exercises, self-reflection and sharing best practice.Workshop overview:* What does good look like
* What will help build good relationships
* Barriers to effective communication and how to overcome them
* Dealing with difficult people and situations
* Understanding concerns and dealing with differences of opinion
* Planning for success

**Who’s who – personal introductions**Use your own preferred method of introductions. **Housekeeping and domestics*** Refreshments and comfort breaks
* Smoking
* Fire procedures
* Mobile phones

**Ground rules*** Everyone’s view is important
* There’s no such thing as a stupid question
* Time keeping
* Listen to what others have to say – speak one at a time
* Confidentiality

*Facilitators note:*Identify any other ground rules that need to be agreed by the group.**Ice-breaker**Use your own preferred ice breaker or use exercise 1 ‘If you’ cards. | [Handout 1: Training programme](http://www.skillsforcare.org.uk/familiesHO1)Flip chart[Exercise 1:](http://www.skillsforcare.org.uk/familiesEx1) [‘If you’ cards](http://www.skillsforcare.org.uk/familiesEx1) |