# Welcome and introductions

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| **Timings** | **Activity** | **Content** | **Resources** |
| 30 minutes | Facilitator  Facilitator  Group discussion and activity  Facilitator  Facilitator | **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) |