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## Overview

This unit is about managing relationships with people important to the setting and is appropriate for all (children and families, childcare and playwork) settings and services where children and young people are present. Relationships with colleagues and other professionals are key to ensuring that children receive the best possible provision.

The unit is divided into three parts. The first part describes the three things you have to do. These are:

1. establish and develop working relationships with colleagues
2. establish and develop working relationships with other professionals
3. encourage and facilitate others to reflect on practice and share knowledge

The second part describes the knowledge and understanding you must have.

The third part gives some examples and explanations of some words we use in the unit.

This unit is for people who work with children and young people in a range of settings and services and who have management responsibilities or who work unsupervised.

### Performance criteria

*You must be able to:*

#### **Initiate and develop working relationships with colleagues**

- P1 initiate relationships with colleagues that help them adjust to and develop their roles and responsibilities
- P2 identify and agree with colleagues ways in which you can support each other's roles and responsibilities to maintain and improve provision to children
- P3 identify and agree how you will communicate with each other
- P4 maintain your agreements with colleagues or take the initiative to review arrangements when necessary
- P5 work with colleagues to deal with conflict constructively

*You must be able to:*

#### **Establish and develop working relationships with other professionals**

- P6 identify other professionals relevant to your work and establish effective working relationships
- P7 clearly define and agree your own role and responsibilities and those of other professionals
- P8 agree common objectives and ways of working and communicating with other professionals and respect these boundaries
- P9 exchange complete, accurate and up-to-date information with other professionals whilst respecting requirements for confidentiality
- P10 work effectively with other professionals to improve provision for children
- P11 acknowledge your own limitations and respect the expertise and responsibilities of other professionals whilst upholding your own professional expertise
- P12 maintain relationships with other professionals which are in line with good practice, values and ethical requirements
- P13 handle any disagreements and complaints promptly, positively and in line with organisational procedures and professional guidelines

*You must be able to:*

#### **Encourage and facilitate others to reflect on practice and share knowledge**

- P14 create opportunities for others to discuss the work they are doing
- P15 foster an environment in which others feel able to discuss their progress and share any concerns or challenges they are facing
- P16 allow others to discuss what they do and actively listen to what they have to say
- P17 help others to structure, evaluate and learn from their experiences
- P18 reflect on and learn from what others have experienced and learned themselves
- P19 share information and knowledge with others to assist them in dealing

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- with challenges
- P20 identify when the difficulties which others are facing are beyond your level of expertise and refer them to an appropriate source of advice and support
- P21 encourage and create opportunities for others to share their experiences more widely so that provision can be improved

### Knowledge and understanding

*You need to know and understand:*

#### **For the whole unit**

- K1 how the Playwork Principles specifically relate to this unit
- K2 relevant legal requirements covering confidentiality and the disclosure of information
- K3 the types of information that should be treated confidentially: who you can and cannot share this information with
- K4 the meaning of anti-discriminatory practice and how to integrate this into your relationships with children and other adults

*You need to know and understand:*

#### **Establish and develop working relationships with colleagues**

- K5 the processes you should follow to help colleagues adjust to and develop their roles and responsibilities
- K6 the importance of making sure each team member understands and supports the roles and responsibilities of others and how to make this happen
- K7 the importance of good communications with all types of colleagues and communication methods you should use
- K8 the importance of maintaining agreements with colleagues and what to do if you are unable to maintain agreements
- K9 why it is important to share information and knowledge with your colleagues and methods you can use to do this
- K10 why it is important to encourage others to give you feedback on your performance and how to deal with this feedback
- K11 types of conflict that may occur with colleagues and how to resolve these in a constructive way

*You need to know and understand:*

#### **Establish and develop working relationships with other professionals**

- K12 the types of other professionals with whom you should liaise
- K13 why it is important to establish and agree respective role and responsibilities with other professionals and how to do so
- K14 why it is important to agree common objectives, ways of working and communicating with other professionals and how to do so
- K15 the importance of respecting professional boundaries and how to do so
- K16 the importance of effective communication with other professionals and how to communicate with other professionals in a way that meets their expectations
- K17 why it is important to be aware of the limitations of your own expertise and responsibilities and respect the expertise and responsibilities of other professionals
- K18 when it is important to assert your own expertise when working with other professionals and how to do so in a way that will maintain an

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effective relationship

K19 good practice, values and ethical requirements when liaising with other professionals

K20 how to handle disagreements with other professionals

*You need to know and understand:*

#### **Encourage and facilitate others to reflect on practice and share knowledge**

K21 the importance of all those involved with children sharing knowledge and experience

K22 how to create or make use of opportunities for others to discuss their experiences

K23 how to foster an environment in which people feel happy to discuss what they are doing and the challenges they face

K24 essential skills in listening to others and helping them to evaluate and learn from their experiences

K25 the importance of you learning from the experiences and knowledge of others

K26 the types of situations that may occur when the challenges facing others exceed the limits of your own expertise and the procedures you must follow

K27 how to encourage others to share their experiences and knowledge more widely

### Additional Information

#### Glossary

##### **Anti-discriminatory practice**

Taking positive action to counter discrimination; this will involve identifying and challenging discrimination and being positive in your practice about diversity without compromising the right of individuals to play

##### **Children and young people**

All children and young people of school age with respect for any impairment, their gender, race, culture, language, sexuality, health, economic or social status and any other individual characteristics

##### **Reflect**

Think in detail about, to show or express, contemplate, mull something over, ponder, look back on. 'Write and think about the reasons why ...' 'Make focused connections between your practice and your understanding of theory'

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