

## SFJ GI3

# Help individuals to develop relationships and to live with others



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### Overview

This standard is about helping individuals to develop and maintain positive relationships and to live with others. This includes encouraging effective relationships within the context of living in a group, and addressing any tensions that occur.

#### **There are two elements**

- 1 Encourage and support positive relationships
- 2 Help individuals to resolve difficulties in maintaining their relationships

#### **Target group**

This standard is applicable to those who provide individuals with support and guidance towards assisting them to live in groups.

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#### Performance criteria

#### Encourage and support positive relationships

*You must be able to:*

- P1 facilitate relationships between individuals by taking actions that are fair, and which balance the needs of individuals with those of the group
- P2 help individuals to treat other people with respect, including respecting their cultural values and beliefs, and to respect other people's belongings
- P3 promote the tolerance of others
- P4 create suitable opportunities for individuals to learn from their behaviour within the context of group living
- P5 assist individuals to take responsibility for their behaviour and relationships within the group, and to join in with group activities and tasks
- P6 encourage positive links with other people who can help to develop the social skills of the individual
- P7 promote the good aspects of group living to individuals and others during their work
- P8 respect the right for confidentiality, according to legal and organisational requirements
- P9 maintain effective communication with relevant colleagues and other stakeholders to further encourage positive relationships between individuals

#### Help individuals to resolve difficulties in maintaining their relationships

*You must be able to:*

- P10 obtain and use relevant information regarding relationships through discussions, observation and other suitable sources
- P11 help individuals to accurately identify any difficulties which they have with relationships and group living
- P12 make valid judgements concerning the difficulties which individuals are having in developing and maintaining relationships and provide appropriate support to such individuals
- P13 identify situations which individuals create to cause other people problems, and help them to take appropriate action to reduce or remove the problem
- P14 discuss inappropriate behaviour with those concerned and help them to improve their behaviour
- P15 contribute to the development and implementation of contingency plans to deal with potential crises and conflicts
- P16 maintain effective communication with relevant colleagues and other stakeholders to help individuals resolve problems in developing and maintaining relationships

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#### Knowledge and understanding

*You need to know and understand:*

- K1 the principles and processes of effective communication and how to apply them
- K2 the importance of encouraging individuals to express their personal feelings and needs and how to do this
- K3 how to confirm that your own actions and behaviour are consistent with anti-discriminatory practice
- K4 the range of requests which individuals are likely to make and how to deal with these
- K5 relevant policy and procedures of your organisation
- K6 the importance of keeping individuals informed
- K7 people to refer to when individuals' problems, requests and needs are outside your area of competence and responsibility
- K8 the reasons why certain problems and requests cannot be addressed within your organisation
- K9 the principle and standards of confidentiality and how to apply them
- K10 the importance of encouraging individuals to develop and maintain positive relationships with others and how to do this
- K11 the range of problems individuals may have in their relationships, including those of:
  - K11.1 isolation and exclusion
  - K11.2 conflict
  - K11.3 covert and overt bullying and abuse
  - K11.4 support that they may require and how this can be offered
- K12 how to offer appropriate support in ways which maintain the dignity of the individual
- K13 the importance of encouraging individuals to maintain their interest in areas outside their immediate environment and how to do this
- K14 the boundaries of your role and responsibilities

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