

HOW DO WE EMBED A RELATIONSHIPS APPROACH ACROSS OUR ORGANISATION?

Activity 1: Action learning

Where do our best resources come from?

Are we able to reflect and share what the client brings in terms of knowledge and experience?

How do we improve on what we offer?

How to maintain 'self-care'?

How can I gain self-awareness in my work?

How do our clients give feedback?

Aim: To help someone think more deeply, explore more options, use reflections to make better choices and decisions

Numbers: Minimum 8-12

Time Needed: 30 minutes

Resources

- Space for participants to work in small groups and for the group to come together as a group
- Pens/pencils and paper
- Flip chart for groups to write down key points
- Handout 1 – Examples of open questions (see below)
- Handout 2 – Useful Information (see below)
- Timer or clock

Steps

1. Brainstorm as a whole group barriers that prevent clients from progressing. Identify top issues.
2. Split into groups of 4 people and allocate an issue to each group or let them choose.
3. Split into pairs within the small group and ask each participant to take turns to ask the other open questions about the issue using Handout 1 as a prompt. (3 minutes each).
4. Bring the pairs back to their small group and allow time for the pairs to feedback.
5. From the discussion the small groups are to be given flip chart and pens and invited to create at least 2/3 ideas. Write or draw them on a flip chart.
6. Let each group move around the various flip charts to look at the ideas. Encourage participants to add success stories and strategies to the flip charts that have worked for them / their clients.
7. Feedback each flip chart to the main group and discuss as a group.
8. Conclusion - Just as your group is your best resource, you will find that when clients feel listened to, believed in and are given positive encouragement, they are most likely to identify their own positive future.
9. Handout 2 reminds us that while clients may not always be 'ready' to take the steps that seem obvious to us they are likely to still have ideas and answers – we need to open up more listening opportunities and to remember to use open ended questions.

HOW NOT WHAT

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Resources

Handout 1 - Examples of open questions

What do you want to achieve?

How will you get there?

What is your first step?

What do you need?

When will you start?

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Resources

Handout 2 - Useful Information

Inner Supervision

In the process of learning from our clients we start to develop an awareness of internal dialogue: this is when we 'test out' our ideas and opinions before we speak them out loud, it's a sort of rehearsal.

We start to ask, '...If I were to say...?..how would that help'. This approach is important for helping to develop empathy.

We may ask ourselves questions like

- Am I checking that I am not trying to 'fix' my client's issues?
- Am I allowing time for my client to come up with their own way through a situation?
- Am I asking 'open' questions or am I following my own agenda?
- Are my issues and experiences 'driving' the conversation?
- Am I feeling the pressure of trying to 'get it right'?
- Where do I get to sort out my own needs?
- How can I develop 'inner supervision'?
- Am I prepared to feel frustrated and not to know the answer?

This process of 'internal supervision' helps us recognise the ongoing challenge of staying non-judgmental. It can also help us develop compassion and hold back on making assumptions. We offer the client a friendly face and voice with which to access what is potentially a not-so-friendly environment.

How can I develop 'inner supervision'?

'Between stimulus and response, there is a space. In that space is our power to choose our response. In our response lies our growth and our freedom.' *'Man's Search for Meaning' by Viktor Frankl.*

Taking a mindful moment

Relaxing, deep breathing, focussing on the breath and letting go of any tensions. Any issues can be written down and dealt with later after the session. This helps open up to another person.

Awareness of your physical state

Our physical state – tiredness, physical pain, hunger, depression, anxiety, being too hot or cold, sitting in an uncomfortable position – can prevent us from actively listening. Prepare in advance for things that can get in the way.

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Activity 2: Inner Supervision

Aim: To understand that good health starts with you. This is a good way to 'warm up' a group, at any point in the training. It can suit all types of groups too.

Numbers: 5-15 depending on the group and their responses

Time Needed: 10 minutes

Resources

- Space for participants to work in pairs
- Handout 1 - Pictures to help talk about feelings
- Timer or clock

Steps

1. Ask the group to sit back in their chairs, allow their shoulders to relax by putting their hands on a cushion or cardigan on their lap. Feet on the ground. Hands and feet uncrossed.
2. Model 3 deep breaths.
3. Gently bring the group together to tap into how they are feeling today, this is quite hard to do, so you could use pictures that help them to express their feelings. (See Handout 1 below)
4. Starting with yourself, model the response e.g. 'I'm feeling a little nervous (not used to leading a group like this), and I'm also really excited to be learning from you all!'
5. Take time to go around the group and note the emotions
6. Give encouragement and express gratitude.

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Activity 2: Inner supervision

Resources

Handout 1 - Pictures to help talk about feelings



HOW DO WE EMBED A RELATIONSHIPS APPROACH ACROSS OUR ORGANISATION?

Activity 3: Head, Heart, Bin, Bag

What have we learnt?

What can we do differently?

Aim: To help the group think about what they have learnt and help the group to move forward

Numbers: Minimum 2 but better if the group is larger

Time Needed: 20 minutes (5 minutes activity, 15 minutes discussion)

Resources

- Space for participants to work in pairs
- Pens for participants
- Flip chart / white board pens
- Handout 1
- Timer or clock

Steps

1. Ask the group to get into pairs
2. Use Handout 1 and ask the group to fill in each section
3. Discuss in pairs
4. Bring the group together and discuss, scribe the discussion.

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Activity 3: Head, Heart, Bin, Bag

Resources

Handout 1

As we develop a relational approach in the way we work, we will inevitably start to reflect on what works well and to think about ways in which we might improve.

As we start to listen carefully people will begin to really feel heard. When that happens, they will feel less 'invisible' and feel less inadequate.

As we embrace the idea of 'learning from' our clients we learn a new 'unconscious responsiveness'.

This is described in the following quote:

'...learning from'... as a mother learns to become the mother that her infant needs her to become, at each stage of infancy and in later childhood and with each child.' (Patrick Casement, Learning from Life)

Head – one thing I am starting to think about



Heart – one thing I have liked/loved about the project/training



Bin – one thing I will stop doing/ do less of



Bag – one thing I will take with me, going forward

