

Introduction

Summary

This unit is about developing and promoting positive relationships with children, communicating with children and adults and fostering positive relationships between children and with adults'.

The unit is divided into three parts. The first part gives some examples and explanations for some words we use in this unit (page 2). The second part (pages 3-6) describes the three things you have to do. These are:

- PW8.1 Develop relationships with children**
- PW8.2 Communicate with children**
- PW8.3 Support children in developing relationships**
- PW8.4 Communicate with adults**

The third part (pages 7-8) describes the knowledge and understanding you must have.

Target Group

This unit is for experienced staff working directly with children and young people in a setting whose main purpose is to provide children and young people with opportunities for freely chosen self-directed play.

This unit is underpinned by the Playwork Principles and staff must be familiar with these and committed to them in their practice.

What We Mean By Some of the Words Used in this unit**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.*

Develop relationships with children

The National Standard**What you must do**

To meet the national standard, you must:

- 1 interact with children in a way that helps them feel welcome and valued in the setting
- 2 adapt your behaviour to the age, needs and abilities of individual children
- 3 negotiate with children about their needs and preferences and involve them in decision making as appropriate to their stage of development
- 4 apply inclusive and anti-discriminatory practice in your relationships with children
- 5 make sure your behaviour with children is appropriate
- 6 give attention to individual children in a way which is fair to them and the group as a whole
- 7 respect confidential information about children.

What you must cover

From your work you must show that you have met the requirements opposite.

PW8.2

Communicate with children

The National Standard**What you must do**

To meet the national standard, you must:

- 1 communicate with children in a way which is appropriate to their age, needs and abilities
- 2 listen to children and respond to them in a way that shows that you value what they say and feel
- 3 ask questions, clarify and confirm points
- 4 encourage children to ask questions, offer ideas and make suggestions
- 5 recognise when there are communication difficulties and adapt the way you communicate accordingly.

What you must cover

From your work you must show that you have met the requirements opposite.

Support children in developing relationships

The National Standard**What you must do**

To meet the national standard, you must:

- 1 support children in developing agreements about ways of behaving in the setting and how to put these into practice
- 2 support children in understanding other people's feelings
- 3 support children who have been upset by others
- 4 encourage and support children to sort out conflict for themselves
- 5 encourage and support adults' to have positive relationships with children.

What you must cover

From your work you must show that you have met the requirements opposite.

Communicate with adults

The National Standard

What you must do

To meet the national standard, you must:

- 1 communicate with adults' politely and courteously and in a way that is appropriate to them
- 2 show respect for adults' individuality, needs and preferences
- 3 respond to adults' requests for information accurately within agreed boundaries of confidentiality
- 4 actively listen to adults', asking questions and clarifying and confirming key points
- 5 recognise when there are communication difficulties and adapt the way you communicate accordingly
- 6 handle any disagreements with adults in a way that will maintain a positive relationship.

What you must cover

From your work you must show that you have met the requirements opposite.

What you must know and understand

To be competent in this unit, you must know and understand the following

For the whole unit

- K1 how the Playwork Principles specifically relate to this unit
- K2 the importance of good working relationships in the setting
- K3 relevant legal requirements covering the way you relate to and interact with children
- K4 relevant legal requirements covering confidentiality and the disclosure of information
- K5 relevant legal requirements covering the needs of disabled children
- K6 the types of information that should be treated confidentially: who you can and cannot share this information with
- K7 the meaning of anti-discriminatory practice and how to integrate this into your relationships with children and adults'
- K8 the basic stages of child development and how these affect the way:
 - you behave with children
 - you communicate with children
 - children relate to and interact with others

For PW8.1 Develop relationships with children

- K9 strategies you can adopt to help children to feel welcome and valued in the setting
- K10 what is meant by 'appropriate' and 'inappropriate' behaviour when interacting with children: the policies and procedures to follow and why these are important
- K11 the importance of encouraging children to make choices for themselves and strategies to support this
- K12 the importance of involving children in decision making and strategies you can use to do this
- K13 how to negotiate with children according to their age and stage of development
- K14 strategies you can use to show children that you respect their individuality
- K15 how to balance the needs of individual children with those of the group as a whole

For PW8.2 Communicate with children

- K16 the importance of clear communication with children
- K17 why it is important for children to ask questions, offer ideas and suggestions and how you can help them do this
- K18 why it is important to listen to children

K19 how to respond to children in a way that shows you value what they have to say

K20 the types of behaviour that show that you value children's ideas and feelings

K21 the importance of being sensitive to communication difficulties with children and how to adapt the way you communicate to different situations

For PW8.3 Support children in developing relationships

K22 how you can help children to understand the value and importance of positive relationships with others

K23 the importance of children valuing and respecting other people's individuality and how you can encourage and support this

K24 why it is important for children to understand and respect other people's feelings and how you can encourage and support this

K25 why it is important to be consistent and fair in dealing with positive and negative behaviour

K26 strategies you can use to encourage and reinforce positive behaviour

K27 strategies you can use to challenge and deal with negative behaviour which are consistent with your organisation's policies

K28 why it is important for children to be able to deal with conflict themselves and what support they may need from you

K29 why it is important to encourage and support positive relationships between children and adults' in the setting and strategies you can use to do this.

For PW8.4 Communicate with adults

K30 why positive relationships with adults' are important

K31 why it is important to show respect for adults' individuality and how to do so

K32 the importance of clear communication with adults'

K33 the importance of being sensitive to communication difficulties with adults' and strategies you can use to overcome these

K34 how and when it may be necessary to adapt the way you communicate to meet the needs of adults'

K35 typical situations that may cause conflict with adults' and how to deal with these effectively.