

BUILDING RELATIONSHIPS & SETTING BOUNDARIES

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OBJECTIVE

1

Learn how to build a **POSITIVE, GOAL-ORIENTED** Relationship

2

Learn about the impact of perspective and attitude

3

Learn about the importance of boundaries

4

Learn warning signs of blurred boundaries

POSITIVE GOAL ORIENTED RELATIONSHIPS?

- Mutual respect
- Time
- Focus on family strengths
- Centered on child/family outcomes
- Understand/appreciate differences
- Value perspective of family



CULTURAL PERSPECTIVE

- Each family is unique
- Cultures gives meaning and direction.
 - Family traditions, country of origin, religion, ethnic identity, community norms, experiences, and language.
- Culture affects our view of:
 - Education
 - Family roles
 - Parenting practices
- **Understanding YOUR culture and the impact it may have on your work with families is important!**



STRENGTHS BASED ATTITUDES

Attitude: way of thinking or feeling about someone

- Creates a frame of mind that shapes how we behave
- Shaped by personal experiences, beliefs, and assumptions

Strengths Based: emphasizes self-determination and strengths

- Belief that all families can make progress, have strengths
- Families are resourceful and resilient
- Families have expertise about their child and family
- Families' contributions are important and valuable



WHAT DOES THIS LOOK LIKE?


- Observe/listen
- Reflect on family's perspective
- Support competence
- Value the family's passion
- Practice self-reflection
- Share positive, genuine, and specific information
- Recognize strengths and share them!
- Begin challenging conversations with asking parents about what they see, what is concerning them.



“I wanted to follow up with you about our conversation on taking John for his physical. How is it going?”

OR

“He has to have his physical or he can not start school. You have till Friday or I’m putting him back on the wait list.”

- **Celebrate steps taken towards the goal**
 - **Ask how you can be a support to the family in reaching their goals**
- 

“You certainly want what is best for Jayda. What about you?
Are there things you would like to do?”


OR

“How about budgeting? We have a class coming up, I can make
that your goal to come to budget class.

“I can see that you are upset that the bus was late this
morning. You’ve told us that it is important that Michael get to
school on time so that you can make it to work”

OR

“I can’t do anything about the bus. You were told at
orientation to give the bus 10 mins before and after the
scheduled time.”

- **Build on family values and passions**
 - **Reflect on and acknowledge parent’s perspective**
 - **Listen for what is behind parent’s emotions. Work with the family to better understand.**
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REFLECT ON YOUR OWN PERSPECTIVE



- Be aware of your own biases, judgements, and assumptions
- Identify your triggers/stressors

Is this you?

- “I’m so frustrated with Rebecca’s family. I am wasting my time.”
- “If only David’s mom would just get to school on time, she doesn’t care.”
- “These parents don’t have any aspirations for the future or any goals.”

BOUNDARIES

Define appropriate interactions between professionals and those they serve.

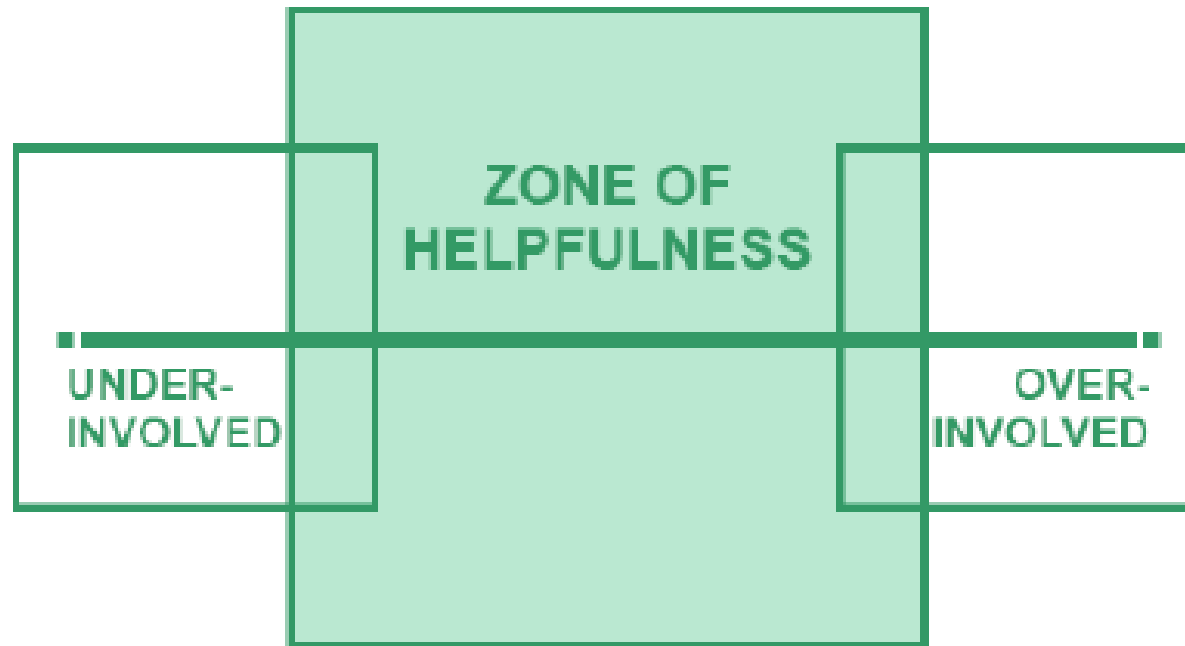
Exist to protect the professional and the client.

Issues occur when professionals establish more than one relationship with clients or former clients, whether professional or personal.



SCENARIO

A Continuum of Professional Behavior



- Being friendly, not friends
- The ability to know where you end and the client begins
- A clear understanding of the limits and responsibilities of your role
- Avoiding the “rescuer” role
- Role modeling to the client healthy communication and professional relationships
- Staying focused on one’s responsibility and goal of the relationship

HEALTHY
BOUNDARIES
LOOK LIKE:

WARNING SIGNS

- **You and client referring to each other as friends**
- **Client has your personal phone number**
- **You discuss client's situation with your family and friends**
- **Client asks you to socialize outside of professional setting (birthdays, church events, weddings, dinner)**
- **You have anxiety or trouble sleeping related to client's situation**
- **You offer to provide services outside of responsibility (babysitting)**
- **You find yourself "venting" or revealing excessive personal information**

CONSEQUENCES OF POOR BOUNDARIES

- **Compassion fatigue**
- **Don't give appropriate services**
- **Emotional hurt (client or provider)**
- **Provider plays the “hero” or “savior” role**
- **Creates a pattern of **DEPENDANCE** (does not empower client to be resilient, solve their own problems)**
- **Poor team environment**

CREATING HEALTHY BOUNDARIES

- Establish clear agreement regarding your role (at intake, orientation)
- When warning signs appear, address them. Emphasize the importance of your commitment to the client in relation to your job.
- Self disclosure- ensure that the information shared is related to the client's goals
- Clarify your role if the client interprets your words or actions differently.
- Use your supervisor as a sounding board when you have questions or concerns
- Dual relationships- if you had a personal relationship prior, talk to your supervisor about a conflict of interest and be careful about confidentiality
- Take care of yourself and practice *self-reflection*

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