

The principles of relationship building



Explain the principles of relationship building with children, young people and adults AC 1. 2 The principles of relationship building with children and adults in any context are that others can be comfortable in our company; people will be more likely to communicate effectively. Whereas if there are respect and trust issues people are less likely to be open to communication and tend to avoid each other. It is important to understand how to speak appropriately. In the case of a child you would need to take into consideration the child's age level, cognitive level or language ability. For example, while speaking to a child that has English as an additional language, you would need to speak slower, with lots of enunciation, facial expressions and gestures. To assure them that they have your full attention, repetition of what they have said is sometimes needed and always be sure to praise them.

A courteous and respectful manner is key to developing positive relationships. Always try and listen and acknowledge other people's views, whether it is cultural or opinion based. Remembering people's names and their preferred forms of address is another way of showing a respectful and positive form of communication. Taking time to listen to others and showing them that you are paying attention is an important way of establishing a respectful and professional relationship with a child, young person or adult. Try not to interrupt and maintain eye contact, in a child's case lowering yourself to their height is less intimidating and will allow them to make eye contact with you. Thus showing them that they have your undivided attention, for example looking around the room whilst they are talking shows

that you are not fully listening to them, this could cause them to lose interest and be less likely to confide or talk to you in the future.

In addition to this a quiet peaceful environment is sometimes beneficial when dealing with children who have emotional, social or problems in their home life, allowing them to feel safe and confident in communicating their concerns and worries. This also allows you to ask open questions in private. From personal experience I have found that laughter and a good sense of humour is a useful tool in building positive relationships with adults and children alike. Within context seeing the humorous side to a minor incident is an effective way in which to diffuse a possible difficult situation. Consequently this can help teach them how to build friendships and interact with their peers and adult alike.