

Professional Boundaries



Action for Children is one of the UK's largest children's charities and speaks out for the most vulnerable, disadvantaged and neglected children throughout the UK. They campaign to change the lives of young people and their families who face incredibly difficult situations.



Case Study: Action for Children

Action for Children contacted us wanting to enhance effective relationships in the workplace, and to develop an understanding and acceptance of the importance of setting, and maintaining healthy professional boundaries. Having more defined boundaries helps to improve interactions between peers, creates a safe and stimulating environment, and helps people to take ownership of their own solutions and support.

Creating tailored training

We started by talking to Action for Children to really get an understanding of what the current challenges were for the organisation and what they wanted the learning outcomes to be. Once this was established, we created a tailored training package that would most benefit those attending the workshops.

The agreed objectives for the training included:

- ⇒ To provide a safe and stimulating environment to discuss “grey areas” of boundary crossings and how to deal with pressure to cross “the line”.
- ⇒ Understanding the differences between personal and professional relationships.
- ⇒ How adhering to professional boundaries helps the client.
- ⇒ Knowing how having a “safe” connection with a client helps the person providing the service.
- ⇒ A recognition of how the greying of professional boundaries affects the professional relationship and has a detrimental effect on the client and the person providing the service.
- ⇒ How to identify situations before things go wrong.
- ⇒ How to recognise your own warning signs.

These outcomes and objectives were agreed and a date set to provide this training in-house.

Delivering the workshop

The training was delivered over the course of two days, with both sessions looking at defining professional boundaries and how they protect the professional and the client.

This included group exercises, presentations, activities and lots of interaction.

By participating in group discussion and demonstrating how people take in information, you can learn the distinction between different values, concepts of reality, and the consequences of stepping over professional boundaries.

The workshops were able to engage and inform the participants, encouraging them to experience and practice the techniques for themselves. Each person was able to pull their own meaning and understanding from these days, transferring it to their own experiences.

Results / Feedback

We were really pleased with the feedback we received from this workshop.

- ⇒ **100% said that they would recommend the workshop to a colleague**
- ⇒ **100% said that they felt attending the workshop had been worthwhile**
- ⇒ **99% of people agreed that the workshop had met their objectives**

Here are some of the comments:

“I really enjoyed the course. The pace was good with well-timed breaks. I was reminded of strategies I would like to use more of. Writing an action plan will help me focus on what I would like to do going forward in order to put the course to good use. Thank you, a very enjoyable course.”

“A reflective and informative day. Some useful exercises to look at different ways to view my work with families.”

“The activities and role play were really useful. The fly on the wall technique was really useful and I will reflect on this when managing team/staff, as it gives a different perspective.”