# Professional Boundaries

## Duration

Full day

## Suitable For

Staff, Line Managers and volunteers who are working with vulnerable adults, children or in emotive situations.

## Objectives

By the end of the course delegates will :

- Understand why professional boundaries are important

- Own professional boundaries rather than see it as just another policy

- Identify grey areas related to professional boundaries in their line of work

- Understand the difference between professional relationships and friends

- Understand the Code of Conduct and its importance

## Purpose

Breaching professional boundaries can cause distress to customers and lead to disciplinary action and so it is critical staff understand where the line can be crossed inadvertently. Training will protect the individual, organisation and customer.

## Course content

- Exercise to look at the meaning of being professional

- Exercise to consider the purpose of professional boundaries

- Guided discussion about the areas in work where professional boundaries apply

- A professional boundaries quiz

- Exercise to consider the differences between being a professional and being a friend

- Activity to look in detail at the Code of Conduct and if relevant the Social Media Policy

- Review learning points