

## Overview

This standard is about helping individuals to develop and maintain positive relationships with others. This includes encouraging effective relationships with others and addressing any tensions that occur.

## Performance criteria

### *You must be able to:*

1. facilitate relationships between individuals by taking actions that are fair, and which balance their needs
2. help individuals to treat others with respect, including respecting their cultural values and beliefs, and other people's belongings
3. create opportunities for individuals to learn from their behaviour within the context of building and developing relationships with others
4. assist individuals to take responsibility for their behaviour and relationships and to join in with activities and tasks
5. encourage positive links with others who can help to develop the social skills of individuals
6. promote the good aspects of relationships with others to individuals in ways that meet their needs
7. obtain and use information regarding relationships through discussions, observation and other suitable sources
8. help individuals identify any difficulties they may have with building and maintaining relationships with others and provide appropriate support
9. discuss inappropriate behaviour with individuals and support them to make improvements in their behaviour
10. contribute to the development and implementation of contingency plans to deal with potential crises and conflict situations
11. maintain effective communication with relevant colleagues and other stakeholders to help individuals resolve problems in developing and maintaining relationships

## Knowledge and understanding

### *You need to know and understand:*

1. relevant legislation and organisational policies and procedures that apply to your own organisation for the work being undertaken
2. the principles and processes of effective communication and how to apply them
3. the importance of supporting and encouraging individuals to express their needs and feelings and how to do this
4. how to confirm that your own actions and behaviour are consistent with anti-discriminatory practice
5. the importance of keeping individuals updated and informed
6. who to refer to when individuals' problems, requests and needs are outside your area of competence and responsibility
7. the reasons why certain problems and requests cannot be addressed within your organisation
8. the principles and standards of confidentiality and how to apply them in your role
9. the importance of encouraging individuals to develop and maintain positive relationships with others and how to do this
10. the range of problems individuals may have in their relationships, including those of:
  - isolation and exclusion
  - conflict
  - covert and overt bullying and abuse
11. support that individuals may require and how this can be offered
12. how to offer appropriate support in ways which maintain the dignity of the individual
13. the importance of adhering to professional codes or standards of practice
14. the importance of encouraging individuals to maintain their interest in areas outside their immediate environment and how to do this
15. the boundaries of your role and responsibilities

SFJGI3

Help individuals to develop relationships with others



---

<b>Developed by</b>	Skills for Justice
<b>Version Number</b>	3
<b>Date Approved</b>	31 Mar 2025
<b>Indicative Review Date</b>	31 Mar 2030
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating Organisation</b>	Skills for Justice
<b>Original URN</b>	SFJGI3
<b>Relevant Occupations</b>	Youth Justice Manager, Youth Justice Officer, Youth Justice Practitioner, Youth Offending Team Manager, Youth Offending Team Officers, Youth Offending Team Worker, Youth Workers
<b>Suite</b>	Resettlement of Offenders, Youth Justice
<b>Keywords</b>	Develop relationships; live with others; tensions; social skills

---