

RELATIONSHIP BUILDING (RESIDENTS & FAMILIES)



Building relationships is one of the most important things that staff can do to increase resident quality of life.

Focussing on building strong, ongoing relationships with resident's families has many important benefits for everyone involved as well.

LEARNING MORE ABOUT YOUR RESIDENTS

DIRECTIONS

Once that discussion has ended tell them that you will have the team watch [THIS VIDEO CLIP](#) (4 minutes) that is designed to help men communicate better when on a date. Ask your team to identify if any of these dating tips would work well for getting to know residents better too.

SAFETY SEGMENT DISCUSSION

Guiding Questions:

- Which of these ideas might work well for getting to know residents?
- Which of these ideas will not work well?
- Share some examples where you have used these techniques when communicating with residents.
- What else would work well for residents?

Notes to the Team Leader:

- Facilitate an atmosphere of support and openness to feedback by encouraging the staff to share experience or opinion without fear of reprisal.

