

LEVEL UP: COMPETENCES OF THE FUTURE
HOW NICE TO COMPLAIN
PRACTICAL SCRIPT

County Center for Family Assistance in Oświęcim in cooperation with
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EDU SMART TRAINING CENTER LIMITED IRELAND

PROJECT ERASMUS+, Action 2:

Strategic partnerships for vocational education and training:

„Level up- competences of the future”

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Script 7 LEVEL UP

Topic: “ How nice to complain”

Rodzina, w której są choroby psychiczne/psychiatryczne lub dysfunkcje i zaburzenia zachowań.

Scenariusz do pracy z rodziną, która już uczestniczyła w spotkaniach i przeszła psychoedukację dostępną w scenariuszu 4 & 5.

The duration of the meeting: 3 hours divided into meetings.

Recipients:

The recipients of the meetings are families,

The script can be used by social workers, family assistants, family coordinators and all other professionals working with family facing divorce difficulties.

Participants:

The meetings may be attended by the whole family, individual family members on their own, adults without children or adults with children e.g:

- Mother with children
- Father with children
- Mother and father with children
- Mother with father
- Whole family

In justified cases, you can invite people relevant to the life of the child, e.g. grandmother, grandfather, etc. to the meeting.

Work methods:

- case study
 - psycho-education

- mini-lecture
- group work
- individual work
- relaxation techniques
- psycho-education
- mini-lecture
- group work
- individual work
- relaxation techniques
- brainstorming

Materials needed for the meeting:

- worksheets
- markers
- crayons
- scissor
- adhesive cards
- flipchart paper
- A4 paper
- pens

The script includes exercises and individual work cards for 3 meetings lasting 1 clock hour each.

The user decides for himself in what order he will use the proposed content.

Purpose of the meetings:

The aim of the classes is to psychoeducate the family in the field of forms of help in case of mental illness or behavioural disorders in the family. During the classes, participants get to know the places where they can get help depending on the difficulties that arise, they get to know the forms and procedures of the help granted to individual family members. Participants will learn about the rights and responsibilities of parents and children who are directly or indirectly involved in the treatment process. They will become familiar with the consequences of particular mental illnesses or behavioural disorders, and will acquire the appropriate skills to better deal with the problems that arise.

The following results are planned to be achieved by the participants:

- Learning about aid institutions
- Psychoeducation for the most common mental disorders
- To know the main difficulties in the family in dealing with the disease
- Acquisition of competences to better cope with difficult situations related to the illness of a family member
- More openness and understanding of the patient's situation

The script of the classes aims to familiarize participants with the methods of working with a family in which a mental illness or behavioral disorders occur. We will learn about the main forms of assistance we can offer to the family and its individual members, we will try to

understand more broadly what the family crisis is about and how a successful solution can be achieved. We will focus on learning about the development of the family, its individual phases in order to diagnose the causes of the crisis more accurately and to select appropriate methods of support.

The individual workshop tasks will serve to increase understanding of the issues involved, provide participants with specific tools for working with the family, as well as increase interpersonal competence to better cope with the illness

Meeting 1

The teacher/teachers move. Welcome to the family

During the meeting, the employee answers all the customer's questions and completes an individual work plan with him (only if he agrees to further meetings) *

Copy for the customer

S WHAT'S BOTHERING YOU - CALL IT A SINGLE SENTENCE.	M How long has it been bothering you? Since when? Give a specific date	A What do you want? What's your plan to do that? Specifically, write down step by step	R Is this plan real?	T When do you want to do it? Give a real date and time

What the client expects from the employee

A copy for the employee - the employee fills in the form from his perspective- what is his plan to help the customer

S WHAT'S BOTHERING YOU - CALL IT A SINGLE SENTENCE.	M How long has it been bothering you? Since when? Give a specific date	A What do you want? What's your plan to do that? Specifically, write down step by step	R Is this plan real?	T When do you want to do it? Give a real date and time

What can I offer an employee

- Once the SMART plan has been completed by the Client and the Employee, a joint action plan must be completed and agreed upon by the Client and the Employee (agreement must be reached)

S WHAT'S BOTHERING YOU - CALL IT A SINGLE SENTENCE.	M How long has it been bothering you? Since when? Give a specific date	A What do you want? What's your plan to do that? Specifically, write down step by step	R Is this plan real?	T When do you want to do it? Give a real date and time

Suggestions and notes from both sides

1. Explain that the causes of stress can be related to illness, care for sufferers, treatment and rehabilitation situations, contact with specialists or home relationships. Some of them are internal (within the family) and some are related to external contacts (treatment, specialists, etc.). It is worth explaining that stress can also be felt as various unpleasant emotions or mental states - irritability, anger, distraction, tension, etc.
2. Give out the work cards What's stressing us in the family? and ask participants to fill them in individually. Questions include questions for parents (R), children (D) and everyone (without label).

What's stressing us out in the family?

Everyone in the family thinks that...

(R) The role of a parent in our family is...

We support each other in the following ways:

We are rewarded as follows:

The following consequences apply to family members:

The relationship between family members usually looks like this:

(R) The style of our upbringing can be described as follows:

(D) When I'm naughty, Mom/ Dad...

I like to think of the family as follows:

"Being busy" In our family means ...

We deal with the problems in the following way:

(D) When I feel bad, I talk to...

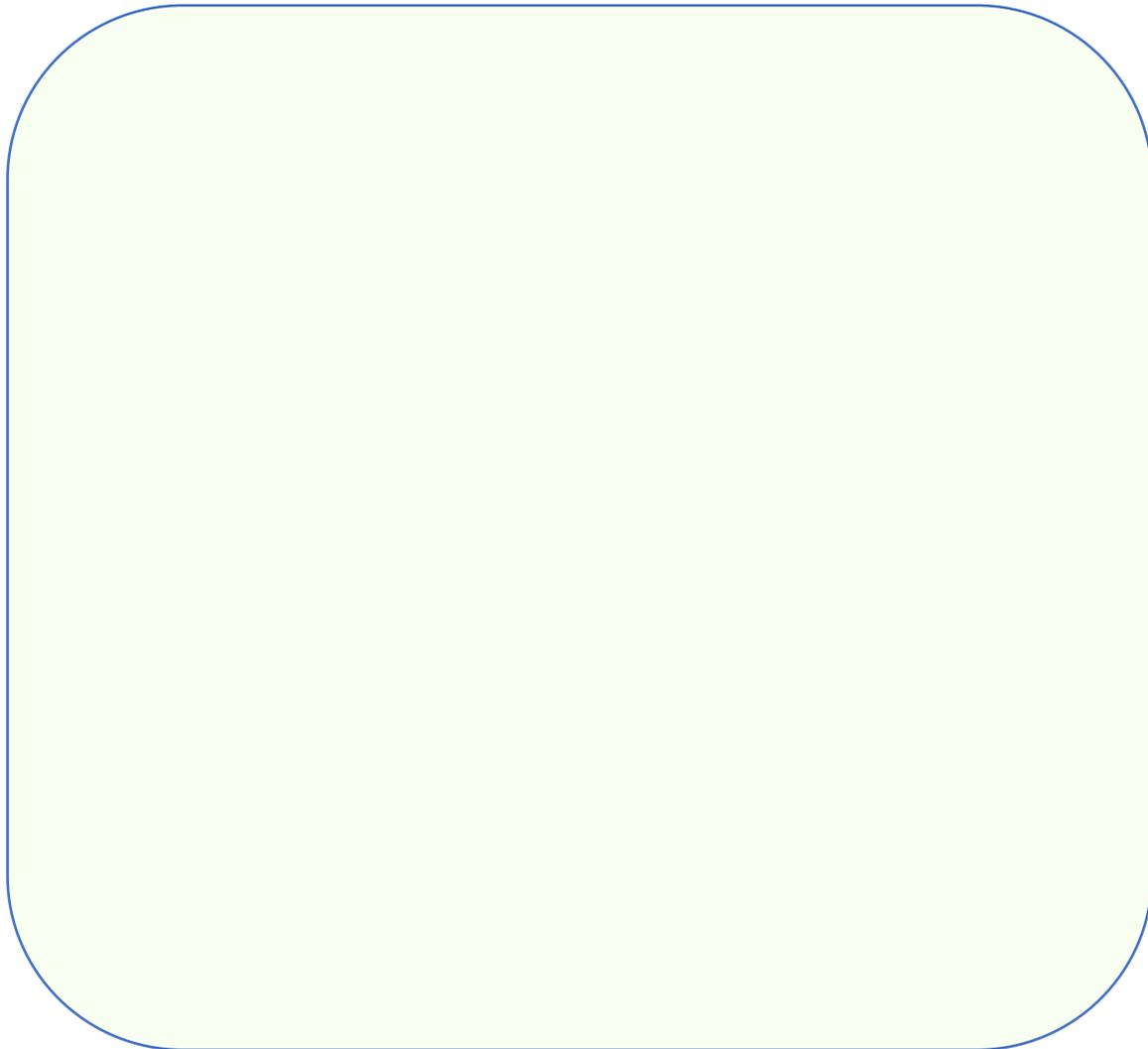
I don't always have time for myself, because...

Invite everyone to discuss the questions in the questionnaire. Try to find together answers that all participants would agree with, even if everyone understands them a little differently..

You can also think about the following problems with your family:

- What are the benefits and costs of such rules in the family?
- What changes could be made to this model?

At the end of the meeting, the employee gives the client a card to take notes. After the client completes the Work Card, the employee answers the questions. If the employee does not know the answer to the questions asked, he informs the client about it, indicating the time and manner of the answer.



Meeting 3 How nice to complain

Participants conduct an auction at which worries are auctioned off.

1. Ask the participants to reflect for a moment on their worries and then present them to the whole group. They may concern family life or other aspects. Write them down one by one on the board (the same person can make more suggestions). Inform the group that you will conduct an auction of problems, during which everyone will have the same amount at their disposal (e.g. 100 PLN). Participants can buy more low value worries or spend money on those that matter most to them. Each problem can only be sold once - to the person who will offer the highest price.
2. Start the auction. If nobody is interested in a particular item, go to the next one. When the sale is over, ask the participants why they decided to buy these and not other worries. Encourage everyone to give their opinions and comments.

Instead of worrying, the greatest fun can be auctioned off. Both can be about different aspects of life - they can be about what we think, what we have heard from other people, what happened to our friends, and so on. If there are children in the family, you can use "banknotes" for children, e.g. from the Monopoly game)

Here, the staff member shall also take notes on the continuation or termination of sessions and meetings. He also writes recommendations and recommendations

