

## Level 2 Award in Improving the Public's Health

### Unit 3: Developing working relationships with clients

# Exemplar Learner Workbook

This exemplar should be used as a **guide** to illustrate the standard of responses required to meet the assessment criteria for Unit 3.

The responses in this exemplar should not be copied as a candidate's own work. Duplicated or similar responses will be **not be assessed or verified**.

There are 12 tasks in total.

Responses to tasks 1 to 7 are based on the '**Cheryl**' **case study** which accompanies this resource. See **Appendix 1 on page 11**.

Task 8 and task 12 are based on the learner's own work experience.

Tasks 9, 10 and 11 illustrate responses based on own experience but work submitted can be based on the **case studies** offered for these specific tasks.

**Learning Outcome 1: Know how to develop and maintain working relationships with clients**

- 1.1 Outline how different communication skills can be used to develop and maintain working relationships with clients
- 1.2 State methods for maintaining trust with clients
- 1.3 Summarise good working practices that will help to develop and maintain working relationships with clients

**Task 1**

Read through the case study\* provided by your tutor and identify three different communication skills you could use, explaining how these skills develop and maintain the working relationship between both parties

**\*Based on the 'Cheryl' case study**

<b>Communication skill</b>	<b>How this develop and maintains the working relationship</b>
Active listening	I would use active listening techniques to show Cheryl that I was fully listening and engaged in the conversation. I would use both verbal and non-verbal messages such as maintaining eye contact, nodding my head and smiling, agreeing by saying 'Yes' or simply 'Mmm' to encourage her to continue.

## Task 2

Using either the same case study\* or a new one supplied by your tutor, identify and explain three different methods for maintaining trust that you could use with your client

**\*Based on the 'Cheryl' case study**

Methods of maintaining trust with a client	How this maintains trust with this client
Discussing confidentiality	If Cheryl knows what I can and can't legally share about her and with whom, then trust will be better maintained. It is important for my client to know the data security and data sharing protocols I am bound to by my organisation and the law. Cheryl is already worried that people will record that she is a 'bad' mother.

## Task 3

Sum up three effective working practices that help develop and maintain working relationships with clients and state the impact these practices have

**\*Based on the 'Cheryl' case study**

Three good working practices	The impact this has:
Honesty	This will build trust with Cheryl and reassure her that I am genuine and not raise false hope or expectations.

**Learning Outcome 2: Know how to motivate and support clients to improve their health and wellbeing**

2.1 Outline methods that can be used to motivate clients to improve their health and wellbeing

2.2 State the local services available to clients and how they can be used to support them

**Task 4**

Using the case study\* provided by your tutor, outline three methods that can be used to motivate clients to improve their health and wellbeing

For each method that you identify, explain how it can motivate the individual to improve their health and wellbeing.

**\*Based on the ‘Cheryl’ case study**

Motivation Method	How it motivates the person in the case study
Planning small steps	This will help Cheryl to see achievements more quickly and break down what she may see as a mammoth task into manageable steps.

**Task 5**

Using the same case study\*, state the local services available to clients and how they can be used to support them.

**\*Based on the ‘Cheryl’ case study**

Local service	Contact details	How they can support the client
Mum and baby yoga	M&BYoga.com 000 123321123	Cheryl can do this with her new baby (she has said she doesn't have time to exercise due to the new baby) with other new mums in a similar situation.


**Learning Outcome 3: Understand the role of support networks in improving the health and wellbeing of individuals**

**Task 6**

3.1 State the benefits of support networks for improving health and wellbeing

Using the case study from tasks 4&5\*, identify and state the benefits of three support networks.

**\*Based on the 'Cheryl' case study**

<b>Support network</b>	<b>Benefits</b>
Mother and toddler group	Cheryl already attends a group and has made a good friend there. She will have the opportunity to discuss and share her experiences with a friend.

3.2 Outline how an individual could take advantage of support networks to improve their health and wellbeing

**Task 7**

You are provided with three case studies\* for this task. For each case study, suggest one way in which the person could take advantage of the support network to improve health. Your suggestion should take account of their individual circumstances. An example is provided for you below.

**\*Based on the 'Cheryl' case study**

**Example:** Hannah is 12 and lives in a small village. She does not enjoy exercise although her parents would like her to do more. She is interested in nature and animals. What could you suggest that Hannah does to increase her levels of activity?

*Answer:* Hannah could ask her parents to take her on nature walks which would increase her activity levels whilst doing something that she enjoys.

**Name of subject: Cheryl**

How the subject could take advantage of the support network:

Cheryl could spend the time with her partner and family to be active at weekends. They could go swimming as a family which would mean they get to spend precious time together and exercise which may help Cheryl to feel better about herself by helping her weight loss.

**Name of subject:**

How the subject could take advantage of the support network:

**Name of subject:**

How the subject could take advantage of the support network:

3.3 Outline the negative influences of peers and the wider community on an individual's health and wellbeing

**Task 8**

From your **own experience**, outline **three** ways in which peers can negatively influence an individual's health

1. They can be poor role models. For example, if your group of peers smoke, it may be harder to either resist starting smoking or quit if you have begun, because the norm in your group is to smoke. This could leave you feeling very isolated.

2.

3.

From your **own experience**, outline **three ways** in which the wider community can negatively influence an individual's health

1. There is a high density of betting shops and bookmakers in my local high street. I see people with low incomes being led into debt, affecting their prospects and mental health eg Fixed Odds Betting Machines allow players to stake up to £100 a time on a game that can be played rapidly, posing a real issue for gambling addiction.
2.

**Learning Outcome 4: Carry out effective communication with clients**

- 4.1 Use a range of communication skills to deliver a health and wellbeing message
- 4.2 Vary the style of delivery to ensure it remains appropriate to the health and wellbeing message and individual
- 4.3 Respond appropriately to questions and signpost opportunities to health improvement services.
- 4.4 Ensure that the health and wellbeing message has been understood

**Task 9**

**For this task you can base your responses on your own experience of interacting with individuals at work OR use one of the case studies designated for tasks 9, 10 and 11.**

Identify **three** communication skills you would use to deliver a health and wellbeing message and explain why you would use these particular methods

<b>Please state either work experience or case study response is based on</b>	Own work experience
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<b>Method</b>	<b>Use</b>
<i><b>Example:</b> Using appropriate language for the client</i>	<i>Avoiding using words, phrases or jargon that may confuse the client</i>
Reflecting back	To show the client I was listening and to clarify my understanding of what they were saying.

### Task 10

**For this task you can base your responses on your own experience of interacting with individuals at work OR use one of the case studies designated for tasks 9, 10 and 11.**

Thinking about your own interactions or future interactions with clients or using one of the designated case studies for tasks 9,10 and 11, state three ways in which you ensure you are responding appropriately to the client's questions.

<b>Please state either work experience or case study response is based on</b>	Own work experience
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I might vary my style by choosing the language and words I use to suit the understanding of the client. For example, if the client has a low literacy level or poor understanding of English, I would need to choose the words I used and any written literature carefully, to ensure the messages remained relevant to and understood by the individual. This might mean I need to take longer explaining, giving examples or illustrating the message I am trying to convey to my client.
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### Task 11

**For this task you can base your responses on your own experience of interacting with individuals at work OR use one of the case studies designated for tasks 9, 10 and 11.**

Thinking about your **own** interactions or future interactions with clients, state three ways in which you ensure you are responding appropriately to the clients questions.

<b>Please state either work experience or case study response is based on</b>	Own work experience
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<i>Example: to ensure all your information on local services is up to date and contact details are accurate.</i>
I would make sure I wasn't going beyond my role and keep to the agreed boundaries.



**Task 12**

When communicating health and wellbeing messages it is important that you ensure the message is understood.

**Part A.** State **three** barriers you may encounter when communicating health and wellbeing messages

<i>Example: language can be a barrier if the client doesn't understand or is confused the words or phrases used</i>
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Gender can be a barrier if the conversation contains information that may be gender sensitive to the client. For example, issues around pregnancy may be a barrier if the advisor is male.

**Part B.** State **three** ways in which you can check out the client has understood the health and wellbeing messages

<i>Example: asking the client what they understand from the conversation</i>
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Reflect back what you have heard and check with them that this is what they mean.

## **Appendix 1 - "Cheryl" Case Study**

**Cheryl** is 42 and recently had her third child. She put on a lot of weight during the pregnancy. She feels upset when she looks at her figure and is trying a new crash diet that she found online. She says she has tried exercise classes before and they are just full of young fit "girls". She feels intimidated and can't bear the thought of wearing lycra in front of them. She states that she has no time to attend classes with the new baby. Her partner is away during the week so weekends are precious family time. She attends a mother and toddler group and has made a good friend there. She's worried about talking to anyone in case they write in her notes or tell other people that she's a 'bad' mum.