

## Professional Boundaries Training Course

We have developed this new course to help those in the workplace clearly understand the professional boundaries between colleagues, clients and members of the public.

Boundaries are important for making sure no one is uncomfortable and to clearly define everyone's responsibilities.

If boundaries are crossed, conflict and unease can arise and can have a negative impact on staff productivity and morale. This can also have a damaging effect on customers' experience of your company, affecting its reputation and general business.

Professional Boundaries training can help workers to understand the necessity of behaving in a certain way at work.

This course covers the difference between professional and personal boundaries and how easy it can be to cross the line between the two; particularly when we get to know the people we work with.

### Learning Outcomes

- acceptable and unacceptable boundaries
- how we should react when a boundary is crossed
- limits of behaviour
- use of power
- exploring delegates' own personal boundaries and learn how to apply professional boundaries effectively without damaging relationships
- how to identify clear "do's" and "don'ts" in a professional capacity

### Accreditation and Certification

Run by our experienced Trainers, this course counts towards delegates' SVQ levels 2, 3 and 4 qualifications in social services and health care, as well as personal development goals.

A certificate will be issued on successful completion of the course.

### Who should attend?

This course is suitable for all workers; whether in Care, Retail, Education, Health, Construction, Services, Manufacturing, or any workplace where individuals are in contact with others.

This course will be tailored to the needs of the delegates.

## Course Dates and Times

No dates have been arranged yet. However, please contact us and we can discuss your needs and organise courses to suit.

## Location

McSence Training Centre, McSence Business Park, 32 Sycamore Road, Mayfield, EH22 5TA. Alternatively, we can run courses at your premises, or other locations to suit.

## Trainers

Kelly Ireland / Caroline Meagher

## Cost

£30 per person. Price includes tea, coffee and certificates.

## Booking and Enquiries

Phone 0131 454 1500

Email [kelly.ireland@mcsence.co.uk](mailto:kelly.ireland@mcsence.co.uk)

## Cancellation

If you need to cancel, please let us know as soon as possible, so that we can try to re-fill the spaces. The following cancellation conditions apply:

4 weeks-notice – no charge

2 weeks-notice – half the cost of the course

No notice – full charge of the course

## Payment

An invoice can be sent to your organisation after the training course or, you can pay on the training day.