

Professional Boundaries

Course information



tnta
THE NATIONAL TRAINING ACADEMY



Overview

Practical and professional boundaries are not the same thing. Understanding the difference between them and implementing both is essential for everyone. A blur in boundaries can affect the organisations reputation as well as our own. Everyone needs to understand what their responsibilities are to ensure a harmonious and safe working environment.

Whether you work with colleagues, customers or the general public, without clear boundaries lines can become blurred. When this happens, we are at risk of upsetting, offending or hurting the people that we engage with. Professional boundaries define effective and appropriate interactions between professionals. These boundaries exist to protect both the professional, customers and colleagues.

It is crucial that you understand the nature and limits of your roles and are able to recognise the 'grey areas' where you are at risk of crossing professional boundaries. The skills learnt will enable you to define effective and appropriate interactions, understand and implement good practice and manage boundary issues effectively.

This course contains the following modules:

Module 1 - Why have professional boundaries: what are, and why we need professional boundaries, boundary violation and the seriousness of offences.

Module 2 - Regulatory requirements: legislation, the seven principles of public life and the Human Rights Act.

Module 3 - Grey areas within professional boundaries: harassment, inappropriate behaviour, professionalism, practical boundaries, communication, warning signs, managing boundary issues, contact outside of work, and other colleagues.