

Reflect on one of the life experiences that you identified on the profiling tool

Experience: Describe the experience, what happened?

I supported two service users in a shopping trip.

During the trip a good time was spent discussing the purchases to be made, listening to and facilitating the service users' choices and options and giving necessary information as and when they asked for it to enable them to make an informed choice. Having assisted them with their purchases we made our way to the very busy checkout where there were long queues.

I observed one of the service users becoming quite agitated and verbally confrontational. Through my knowledge of working in similar situations I was aware that there was potential for conflict and therefore I thought it was best to distract the person by offering alternatives to standing in the queue. I suggested we go for a cup of tea to allow the queue to lessen.

Knowledge: What do you know now that you did not know before you had the experience?

- That people become stressed by different situations.
- Individuals have different ways of reacting to stress.

Skills: What can you do now that you could not do before you had the experience, or can do better now because of the experience?

- Enabling individuals to make choices
- Dealing with stress/anxiety
- Good interpersonal skills
- Good communications skills- verbal and non-verbal

Reflections:

What were your feelings and thoughts? What did you do well? What would you do differently? What values did you use?

I was aware that there can be difficulties and people can feel stressed and anxious during busy shopping trips, therefore I was constantly aware of the service users' body language and other signs that would indicate they were becoming stressed and anxious.

When we were in the queue I observed one of the service users become agitated and verbally confrontational. Through my knowledge of working in similar situations I was aware that there was potential for conflict and therefore I thought it was best to distract the person by offering alternatives to standing in the queue.

I suggested we go for a cup of tea to allow the queue to lessen. With hindsight other things I could have tried include finding a quiet place to sit or ask if they want to get some fresh air whilst I stood in the queue.

This was also important to maintain a positive community presence. I used positive and inclusive language at all times respecting the individual's dignity.

Application: Think of a situation in which you could apply what you have learned.

- Communicating with a service user in a stressful situation in a private situation
- Working with staff members under stress