

Team learning activity: *Managing Professional Misunderstandings*

About the children and young people's crisis worker films

These films provide heavily anonymised scenarios shared by workers in the crisis workforce who have previously taken part in our children and young people's crisis workforce training programme. They highlight good practice and learning from the perspective of crisis workers. Crisis workers who volunteered were asked to outline an example of good crisis work or relevant learning. The workers then helped us to shape this situation into a script which is played by actors and accompanied by learning objectives and exercises for training.

About *Managing Professional Misunderstandings*

In this call a crisis worker receives a call from a CAMHS liaison worker who has just seen a young person in A&E. The young person has been missing from home and has taken an overdose. Emotions, pressure and stress are high during the call and misunderstanding ensues.

Learning objectives

- Hold in mind our own emotional temperature when liaising with other professionals.
- Reflect on managing disagreements, conflict and misunderstandings between professionals.
- Consider team processes for help seeking when dealing with challenging conversations with other professionals.



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Team learning activity

This team learning activity will take around 30 minutes. We recommend looking at the crisis learning activity slide deck prior to completing the activity below.



1 Watch the film together

2 Spend five minutes reflecting individually on these questions:

- Consider the emotional temperature of both parties – where do you think they would be?
- Who does it feel easier to mentalize in this position?
- What is your initial reaction? What does it do to your own emotional temperature? Why do you think this is?
- Consider the use of language from both workers. What would have been helpful and what can you hold in mind in your own interactions with others when under stress?

3 In teams, discuss:

- What could have helped to bring both workers into the green zone?
- What does the crisis worker do in the second call which is helpful?
- Reflect on your interactions with referrers – how have you brought the emotional temperature down or up to support referrers to get the most out of the conversation?
- Consider the agencies that commonly refer to your service. Is there an agency you could reach out to further build connection and trust?

4 Give us feedback

Please let us know how it went by scanning this QR code to access a brief survey. This will help us to improve our learning resources.



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