

**TDA 2.7:**

**Maintaining and supporting relationships with children and young people**

Practitioners should apply the following skills to communicate with children and young people:

- Position yourself at children's level (height)
- Keep eye contact when talking to children
- Smile
- Avoid folding your arms
- Avoid pointing finger
- Don't stand too close
- Use a gentle tone when speaking
- Repeat words and phrases to check understanding
- Listen attentively
- Ask open-ended questions that encourage children to talk
- Ask open-ended questions to show respect of their opinions
- Avoid interrupting them when talking
- Do not finish their sentence for them
- Allow them time to express themselves, do not hurry them.

**The EYFS states that the key person in the child care setting is an important figure in fostering a positive relationship with children and young people.**

The following are characteristics that a key person should have in order to develop and maintain a good relationship with children and young people:

- Have the ability to recognise children's needs and respond appropriately
- Be empathetic to children's needs
- Respond sensitively to children's feelings, ideas and behaviour
- Show respect to them: being polite, listening to them and valuing what they say
- Make children feel welcome – greet them, smile, chat to them
- Show interest in what they do – ask questions that elicit response
- Make children feel supported
- Have the ability to form rapport – be able to connect with the children and understand them
- Give full attention – stop your work, look at child, listen actively and respond.

- Support children with special communication needs e.g. child with hearing impairment or a child who does not speak English.
- Respond appropriately to show that you understand. Murmur (“uh-huh” and “um-hmm”) and nod. Raise your eyebrows. Say words such as “Really,” “Interesting,” as well as more direct prompts: “What did you do then?” and “What did she say?”

### Understanding cultural differences in communication

Body Language	Culture	Translation	Translation in English
Eye contact	Asia	Showing respect	Showing disrespect
Nodding	Japan	No	Yes
Thumbs up	Greek	Bad	Good
Pointing	All cultures	Being rude	To indicate
Can you think of one?	?	?	?