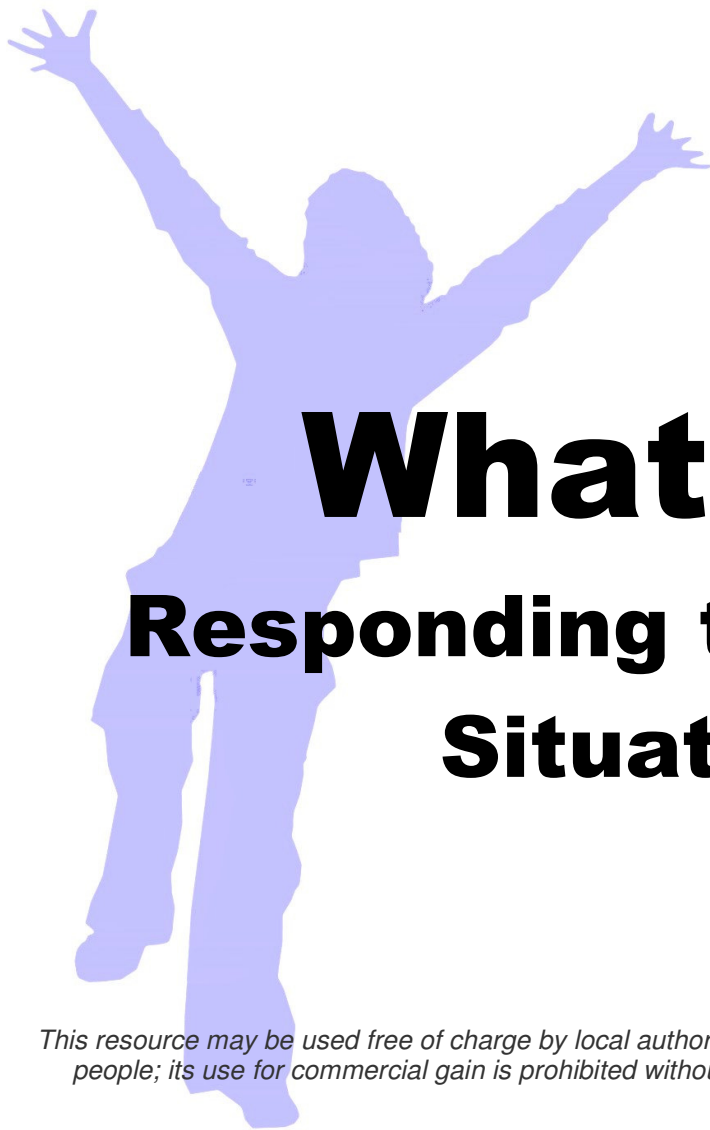


Youth Club Young Volunteer Handbook

Task Training



What if..?

Responding to Complex Situations

This resource may be used free of charge by local authorities and community groups for the benefit of young people; its use for commercial gain is prohibited without the prior consent of Somerset County Council.



Training Plan

Aim: To develop participants awareness and confidence in dealing with complex issues whilst highlighting the importance of working in a safe, trustworthy way

Learning Outcomes: By the end of the session the participants will:

- Have identified an Activ8r response to six situations
- Have discussed and checked their response with a youth worker
- Understand the importance of asking the youth worker's advice in all situations, particularly complex ones

Time: 90 mins

Group size: 4 - 6

Venue: Medium sized room with chairs

Materials: Prepared flip chart
Situation Cards (2 sets – front and back))
A4 paper and biros

TIME	WHAT	WITH
5 mins	Introduction: Explain aim of session and set basic ground rules including respect for each other, listen to who is speaking and only one person speaking at a time.	Prepared flip chart
5 mins	Instructions: Split the group in half. Name them - Group A and Group B. Explain that: <ul style="list-style-type: none"> • Each group will be given 6 'situation cards' one at a time, <i>every five minutes</i>. • When they get each card, they must look at the front of the card (show the front), read it, look at the questions and write notes about their thoughts and ideas on the answers to the questions, in their Activ8r role. • Then explain that on the back of the cards are sets of questions with multiple-choice answers for them to choose from. They each need to decide, as a group, which answer(s) is most appropriate and write their answers below their notes on the A4 paper (show a card, front and back, to demonstrate) • It's very important to work quickly and make short notes. Choose someone to write (spelling doesn't matter!). They must respect people's opinions and don't dismiss them even if the group disagree. 	Situation Cards, A4 paper and biros
35 mins	Exercise: Issue cards 1 – 6 to each group in any order every five minutes. Keep track of the time to keep them going quickly and remind about the multiple choice questions.	
40 mins	Feedback: Ask Group A to feedback their responses to the first	

TIME	WHAT	WITH
	<p>situation card, then the multiple choice question. Ask Group B to comment. Then ask Group B to do the same for the second situation card and continue, alternating, until all situations are fed back.</p> <p>Let the young people know that:</p> <ul style="list-style-type: none"> • Many issues for young people aren't always that easy to deal with. • Stress the importance of seeking the help and support of their youth workers in all cases and that it's OK to be unsure. <p>Always aim, with help and support of staff, to deal with issues respectfully and safely with a view to building trust, establishing mutual respect, encouraging better communication and enabling all young people to develop to reach their full potential.</p>	
5 mins	<p>Evaluation: Ask the young people what they feel they have learned from this evening and what they would have done differently, to improve the session. Take notes.</p>	A4 paper and pen

Situation cards (front)

Situation Card 1

It's 8pm on a Friday evening. You've helped your youth workers to arrange a bowling trip for your group and 14 young people have come along on the minibus.

As you arrive at the bowling alley, your youth worker asks you to collect everyone's money for the trip as they leave the bus.

People are pushing and shoving to get off. Brad (16) is the last one and tells you he has forgotten his money.

As he turns out his pockets to prove he has nothing, a small piece of brown substance falls out of his pocket wrapped in cling film. He picks it up quickly and puts it back in his pocket. He's laughing.

What would you do?

Quickly discuss and write your ideas on paper – you have 3 minutes!

Now turn over and answer the short quiz – you have a minute!

Situation Card 2

It's a busy night in the bowling alley.

You're trying to help organise teams when you notice Brad (16) arguing with his girlfriend Jen (15)

Jen runs to the toilets upset and Brad is shouting and pushing people out of his way. The youth worker warns him about his aggressive behaviour, then goes off to the cash desk to pay

Another worker has gone back to the minibus to make sure it's locked.

Some of the rest of the group are winding him up and joining in, others are drifting away from the scene.

Brad's getting more angry and gets hold of one lad by his throat.

What can you do?

What kind of things do you need to be aware of and think about?

Quickly note down the group's ideas – you have 3 minutes!

Now turn over and complete the quiz – you have a minute to answer!

Situation Card 3

Brad leaves the bowling alley but returns an hour later. He says he wants to talk to you. You sit in the café area where you can both be seen.

Brad (16) tells you Jen (15) had finished with him 2 weeks ago.

She won't say why and she won't speak to him. Brad thinks she may be pregnant but she might also be seeing some one else. He says he'll wait while you talk to her and find out. He "just needs to know and she'll listen to you"

He seems a bit drunk and is slurring his words.

What will you do?

What do you need to be aware of?

Quickly discuss and note down your group's concerns / issues - you have 3 minutes.

Now turn over and answer the question – you have 1 minute!

Situation Card 4

Jen's Dad turns up and spots you talking to Brad. Jen's called him to pick her up while she was upset.

He's angry with them both and says he's going to sort them out once and for all.

He's sees, Brad threatens him and calls him names. He's not going to have any "Pikey giving his family any more trouble"

Jen hears the commotion and runs over.

Dad grabs her and pulls her away saying he's going to knock some sense into her when they get home.

What would you do?

Write your group's ideas down – you have 3 minutes.

Now turn over and answer the question – you have 1 minute !

Situation Card 5

Due to the incidents, the return trip on the minibus is running half an hour late. Parents have been asked to pick their children up from the youth club at 11pm but it's already 11pm when you all join the motorway. The worker thinks it will be quicker.

On the journey home you are asked to turn up the radio when a famous rap song comes on. The youth worker says its offensive. It uses racist and sexist language and could be interpreted to encourage violence towards gay people. Everyone is singing along, no one on the bus seems bothered until the worker turns it off. Young people are annoyed. They say it's their trip. No one on the bus is offended and they accuse the worker of being out of touch.

They start to mess about in the back, throwing things around and getting out of their seats. You can smell cigarette smoke but the group deny anyone is smoking
Some of the group are asking to stop at a service station when another young person tells you he's going to be sick. He feels light headed and strange.

What needs to happen ?

What and who do you need to consider?

Quickly write your groups ideas and thoughts down – you have 3 minutes.

Now turn over and answer the question – you have 1 minute!

Situation Card 6

The following Thursday evening, you're trying to get ideas and help from the group to plan some activities over the Summer. Brad and Jen turn up at the youth club together.

They say they have sorted things out, but Dad doesn't know about their relationship. They say they love each other and so no one will interfere, she's been bunking off school.

They both would like to come in but haven't got any money to pay the entrance fee of 80p. Brad says he's forgotten his again and already owes the club £4.00. Jen says she's sneaked out of the house and has had her allowance stopped.

What can you do?

What needs to be considered?

Quickly write your group's ideas and thoughts down – you have 3 minutes

Now turn over and answer the question – you have 1 minute!

Situation cards (back)

Situation Card 1 – Multiple Choice Quiz Questions

You have 1 minute to decide, as a group, the best course of action (circle one answer).

You think Brad dropped cannabis from his pocket. Do you:

- a) ignore what's happened – you didn't really see what it was. Besides everyone does it.
- b) or are you angry with him for letting you down and demand Brad gives it to you.
- c) say you won't tell, as long as Brad shares it with you in the break.
- d) or tell Brad he's taking a risk **and** created a problem for you - you'll need to ask a youth worker to help sort it out so he can still take part in the activity.

Situation Card 2 – Multiple Choice Quiz Questions

You have 1 minute to decide, as a group, the best course of action (circle one answer).

Brad has lost his temper and has a boy by his throat. He looks like he's going to beat him. Do you?

- a) argue with the others who are winding Brad up – you need them to take responsibility and stop judging him.
- b) run off straight away to get a youth worker.
- c) get in between Brad and the other boy to stop the violence. Brad's your friend and he won't hit you.
- d) ask some group members to get a youth worker while you talk to Brad and reason with him.

Situation Card 3 – Multiple Choice Quiz Questions

You have 1 minute to decide, as a group, the best course of action (circle one answer).

Brad's very upset and tells you he needs your help. Do you?

- a) go and speak to Jen see what you can find out. It's better to get the truth out.
- b) tell him you shouldn't get involved but ask if he's been drinking.
- c) speak to Jen. Ask if you can help and encourage her to speak to her youth worker in confidence. She's obviously having a hard time.
- d) Speak to Jens friends and see what they know. Try to get every ones view.

Situation Card 4 – Multiple Choice Quiz Questions

You have 1 minute to decide, as a group, the best course of action (circle one answer).

Jens Dad turns up very angry. He's abusive and potentially violent. Do you?

- a) tell him he's out of line and suggests he leaves or calms down.
- b) ask Brad to get a youth worker, tell Jens Dad you can see how upset he is and that you'd really like to help.
- c) tell him to be careful with Jen, she could be pregnant.
- d) phone the police.

Situation Card 5 – Multiple Choice Quiz Questions

You have 1 minute to decide, as a group, the best course of action (circle one answer)

The minibus journey home is running late and young people are not responding to the rules. Do you?

- a) understand the group's opinions and suggest you put the music back on as this will probably make them happy and they'll appreciate you supporting them as a Young Volunteer.
- b) think that stopping the bus would be a mistake. It would be giving in and make you more late?
- c) think the youth worker should stop the bus – lay the law down, decide who is to blame and discuss sanctions.
- d) think the youth workers should stop the bus, check every one is OK. Explain the consequences of the group's behaviour and choices and that you'll need to call parents to inform them of further delays.

Situation Card 6 – Multiple Choice Quiz Questions

You have 1 minute to decide, as a group, the best course of action (circle one answer)

Brad and Jen come into the club after making up. Her Dad doesn't know and she's been skipping school. They have no money to come in. Do you?

- a) tell them they really have to pay this time and Brad needs to settle his debt.
- b) suggest to your youth worker they should let Dad know she's in the club.
- c) tell them you're pleased to see they are OK and suggest you can negotiate free entry to the club as long as they have a chat with their youth worker and seek their help.
- d) tell them they are being foolish and you are worried they are going to get in more trouble.