

**Introduction to care work: What motivates people to go into care work?**



## What motivates people to go into care work? - Teachers' Pack

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### Introduction

This resource has been produced in two different formats:

- a self-access resource for learners with online activities
- this teacher's pack, including teachers' notes and worksheets to download

### Overview

This resource is suitable for ESOL learners who plan to work in the care sector or who have recently begun working in the sector. It focuses in particular on working with the elderly.

**An introduction to care work** is part of a series of resources which are suitable for ESOL learners who plan to work or are already working in the sector. **Communicating with service users** focuses on the language used at work. **Developing a career in care work** features care workers talking about the training to become a care worker and the opportunities to develop within the profession.

**Level:** Entry 3 – Level 1 / SQA Intermediate 1 – Intermediate 2 / CEFR level B1 – B2

### Structure, learning hours and delivery context

There are three topics in **An introduction to care work**:

Topic 1: About my job: what's involved in care work

Topic 2: Qualities of a care worker

**Topic 3: What motivates people to go into care work?**

Each topic is based on one of three short films produced by Skills for Care.

<http://www.skillsforcare.org.uk/home/home.aspx>

The films feature interviews with care workers talking about their jobs, the qualities required and what motivates them. The video clips comprise a series of sound bites, with the interviewer edited out. A lesson has been developed around each film. Each topic can be taught as a standalone.

The resource is suitable for whole class use, in a variety of settings, including workplace, voluntary and community.

Timings are flexible since learners can work through at their own pace and teachers can adapt the resource to suit their learners and build in revision as required.

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### Topic 3 What motivates people to go into care work? – Teachers' notes

**Time:** Approximately 2 hours for this topic. Timings are flexible and teachers can break down the topics into smaller chunks of learning and build in revision as required.

#### Aims

- To provide listening practice related to care work
- To introduce and practise vocabulary related to job motivation

#### Objectives

All learners will be able to:

- Discuss what motivates people to do care work
- Identify the meaning of the five aspects of care work

Some learners will be able to:

- Explain if you have what it takes to become a care worker

#### Preparation

#### You will need:

- a smartboard or data projector to show the film of the care workers or computers for each learner/pair of learners, with headphones or audio speakers.
- The online activities can be found at: <http://esol.britishcouncil.org/care-work/what-motivates-people-go-care-work>
- If internet access/computers are not available, you will need:
  - to prepare your own audio recording using different speakers
  - to make photocopies of the worksheets (pages 7 – 8)
  - dictionaries
  - answers
  - transcripts

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### Suggested Procedure

1. Lead in. Ask learners what are the main things that motivate people to choose a particular job? (For example, money, career opportunities, interest/enjoyment, job satisfaction, worthwhile, flexible working hours, close to home, etc). Write their ideas on the board and check understanding. Learners then work individually to answer the question, 'Which are the biggest motivating factors for you?' Monitor. Put learners into small groups to compare their ideas and provide feedback if appropriate.
2. Give out the **handout**. Ask learners to fold the sheet in half so they can't see the transcript on the bottom half. Still in their groups, learners discuss what they think motivates people to become care workers. Everyone in the group should note down their ideas on the **handout**.
3. **Listen for ideas**. Tell learners they will watch a video of some care workers talking about what motivates them. Using their list of ideas, learners try to identify the general reasons why these people became care workers.

After viewing, check answers in pairs before whole class feedback.

An alternative version of this activity is available online at:

<http://esol.britishcouncil.org/care-work/what-motivates-people-go-care-work>

4. Second viewing. Give learners time to read the gap fill transcript at the bottom of the **handout** before watching the video again. More confident learners could try to complete the gaps before viewing and then confirm their answers. The activity is also online at:

<http://esol.britishcouncil.org/care-work/what-motivates-people-go-care-work>

5. In pairs, learners match the five aspects of care work with the statements and then discuss whether they agree with them or not. Monitor and give feedback. Available online at:

<http://esol.britishcouncil.org/care-work/what-motivates-people-go-care-work>

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### Follow up

For revision of the language and themes of topic 1, and to find out if care work is for them, your learners could be directed to the quiz 'find out if you have what it takes to become a care worker!' on The Skills for Care website:

<http://icarequiz.skillsforcare.org.uk/-quiz1.html>

Learners answer the ten questions below, after watching short video clips.

Alternatively, choose some of the questions for further discussion in class.

1. Are you looking for a job which needs care and commitment, but offers flexibility?
2. Do you realise that there's more to caring than being a carer? (career opportunities)
3. Would your friends say you had these qualities?
4. Sometimes people who use the services have a bad day, could you meet the challenge?
5. Could you cope with the messier side of the job?
6. Sometimes you may need to deal with death....could you cope?
7. Teamwork comes in many different forms...would you work well in a team?
8. Are you prepared to learn and achieve?
9. Could you cope in situations like these?
10. Are you ready for a rewarding job in care?

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### Handout 1 - What motivates people to go into care work?

1. What motivates people to become care workers? Write your ideas here:

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- 
- 
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2. Now compare your ideas above with what the care workers say in the video. Tick the box next to each idea if they talk about it.

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3. As you watch the video again, complete each gap with one word:

Years ago you used to hear people say, 'She's only a carer, she's only a carer.' But you don't hear it anymore because carers – it's a 1. \_\_\_\_\_ now – are expected to train.

It's demanding, it's erm, er 2. \_\_\_\_\_ getting up in the morning, knowing that you've cared for somebody and achieved something nice for that client.

It's also leaving a client's home and they're laughing as well,

Hmm, they're 3. \_\_\_\_\_.

It's, what you face today, in my job, as you're going home and you know that you've done something good for somebody out there who needs the 4. \_\_\_\_\_. You feel happy that you've really made the day of somebody's life.

I think the social 5. \_\_\_\_\_ is a very important part of the job because very often people won't see anybody all day. So we come in and, at least, it's somebody to talk to.

### Handout 1 - What motivates people to go into care work?



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The care's so different. You have a lot more 6. \_\_\_\_\_ in your own life. Whereas, you can bring your own social life into it. You've plenty of time for your home life, your family, plus you're doing a job you enjoy. And it's just a pleasure doing it. You know, you get a 7. \_\_\_\_\_ on people's faces. I just love the job. I really do. I do enjoy it. And as I say, It's not a 9 to 5 job. You can't shut the door and say, 'I'm not doing it anymore, I've had enough today.' You can't do that, it's people's lives you're dealing with.

The 8. \_\_\_\_\_ of it. Just the pleasure of someone telling you, 'Thank you,' for what you have done for me, it goes a long way, it does. And it goes a long way for me because it gives me satisfaction. And as they do thank me, I'm just do what I'm told to do. This is my job and I, erm, just want to thank you.

4. Match these five aspects of care work with the statements below:

1. It's a profession
  2. Job satisfaction
  3. The importance of social interaction for clients
  4. Flexibility
  5. Responsibility
- 
- a. You've plenty of time for your home life, your family.
  - b. You feel happy that you've made someone's day.
  - c. You can't shut the door and say, 'I'm not doing it anymore, I've had enough today,' it's people's lives you're dealing with.
  - d. It's the pleasure of someone telling you 'thank you'.
  - e. Very often people won't see anybody all day.
  - f. Carers are expected to train.
  - g. It's worthwhile knowing that you've cared for somebody.
  - h. We come in and at least it's somebody to talk to.

Do you agree with all of these statements? Why/why not?





## What motivates people to go into care work? - Teachers' Pack

### Answers

#### Task 3

1. profession
2. worthwhile
3. comfortable
4. care
5. interaction
6. freedom
7. smile
8. satisfaction

#### Task 4

1. It's a profession: f. Carers are expected to train.
2. Job satisfaction: g. It's worthwhile knowing that you've cared for somebody. b. You feel happy that you've made someone's day. d. It's the pleasure of someone telling you 'thank you'.
3. The importance of social interaction for clients: e. Very often people won't see anybody all day. h. We come in and at least it's somebody to talk to.
4. Flexibility: a. You've plenty of time for your home life, your family.
5. Responsibility: c. You can't shut the door and say, 'I'm not doing it anymore, I've had enough today,' it's people's lives you're dealing with.

## What motivates people to go into care work? - Teachers' Pack

### Transcript

#### Film 3: What motivates people to go into care work?

Years ago you used to hear people say, 'She's only a carer, she's only a carer.' But you don't hear it anymore because carers – it's a profession now – are expected to train.

It's demanding, it's erm, er worthwhile getting up in the morning, knowing that you've cared for somebody and achieved something nice for that client.

It's also leaving a client's home and they're laughing as well,

Hmm, they're comfortable.

It's, what you face today, in my job, as you're going home and you know that you've done something good for somebody out there who needs the care. You feel happy that you've really made the day of somebody's life.

I think the social interaction is a very important part of the job because very often people won't see anybody all day. So we come in and at least it's somebody to talk to.

The care's so different. You have a lot more freedom in your own life. Whereas, you can bring your own social life into it. You've plenty of time for your home life, your family, plus you're doing a job you enjoy. And it's just a pleasure doing it. You know, you get a smile on people's faces. I just love the job. I really do. I do enjoy it. And as I say, It's not a 9 to 5 job. You can't shut the door and say, 'I'm not doing it anymore, I've had enough today.' You can't do that, it's people's lives you're dealing with.

The satisfaction of it. Just the pleasure of someone telling you, 'Thank you,' for what you have done for me, it goes a long way, it does. And it goes a long way for me because it gives me satisfaction. And as they do thank me, I'm just do what I'm told to do. This is my job and I, erm, just want to thank you.

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### Audio and visual files

The film that accompanies the activities for 'Topic 3 What motivates people to go into care work' is available to watch on the ESOL Nexus website at: <http://esol.britishcouncil.org/care-work/introduction-care-work-what-motivates-people-go-care-work> or <http://www.skillsforcare.org.uk/home/home.aspx>.

