



Maintainer Tips

What is a Maintainer?

Maintainers are the support staff who are responsible for supporting individuals to maintain relationships with people that are most important to them. They are people who are really in tune with others and are comfortable hearing about or advising a person on the intimate details of relationships. Maintainers are sensitive and able to deal with people's most personal and intimate information.

Qualities of a Maintainer

- Maintainers recognize the difference between judging and advising.
- Maintainers are open minded and easy to talk to.
- Maintainers are the people their friends often go to for advice.
- Maintainers are able to remain objective when advising friends on relationships.
- Maintainers are good listeners.
- Maintainers make a habit of following up with a thank you after an event or night out.

Tips to being a Maintainer

1. Know What You're Getting Into - Dealing with the most personal and important relationships between spouses, siblings, parents, significant others and friends can be a difficult task. If you are uncomfortable hearing about or advising a person on the intimate details of a relationship then this is not the job for you.
2. Fortitude & Sensitivity - Relationship Maintainers must be sensitive to dealing with people's most personal and intimate information. A Relationship Maintainer should not be embarrassed to hear about these things or make distasteful comments about a chosen lifestyle or action, otherwise they risk shutting the person out.
3. Openness & Non-Judgmental - An important quality is recognizing the difference between judging and advising. A good Relationship Maintainer will help the individual with insights into sensible decisions that lead to greater personal happiness and responsibility but will not tell them what choice to make.
4. Know that problems will arise - Trust people to solve them. Be creative and provide the necessary help as unobtrusively as possible.
5. Understand what friendship means - A real friendship is based on people spending time with each other because they want to and they enjoy being with each other. Individuals who have never experienced a real friendship may need some support understanding what they can expect from a friend and how to recognize limits, boundaries in a friendship or reciprocity.