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Developmental Services Human Resource Strategy

Core Competencies



The Core Competencies



Advocating for others

What is it?: *Individuals demonstrating the competency “Advocating for Others” show through their behaviours an inclination to champion a cause or issue and try to get others to support it (i.e. trying to win the support of others).*

What DOES this mean?

- Using new and different approaches to make a point.
- Thinking about how people will respond before you present an argument or some information.
- Building support for your positions over time by developing relationships and testing idea, and finding allies.

What DOESN'T this mean?

- Using the same argument over and over (“I told them again and again but they just didn’t get it”).
- Telling it “like it is” from your own point of view and blaming the other person if they don’t respond as you would like.
- Giving up after a single attempt at trying to convince someone.

Thinking about Advocating for Others:

- If you do not know how people will react to a planned idea or proposal, do not be afraid to ask a few team members first.
- Think about the information you want to present or communicate to your audience. Is there a logical flow?
- When observing others identify the activities or techniques they use in encouraging people to follow a course of action.
- Watch the movie “Erin Brokovich” and think about how Brokovich impacts her boss, the opposing legal teams and the individual families and community affected by the residue.

Competencies Highlights

Each month we will highlight a few of the core competencies



Collaboration

What is it?: *“Collaboration” is about communicating with others both within one’s team as well as with individuals, agencies and organizations outside one’s immediate work area or span of control to create alignment within and across groups. It is not only encouraging but expecting collaborative efforts and information sharing across agency/ organizational lines towards shared outcomes.*

What DOES this mean?

- Demonstrating personal commitment towards team goals.
- Defending the team’s reputation when others criticize.
- Seeking the skills, ideas and viewpoints of other team members.

What DOESN'T this mean?

- Putting personal goals ahead of team goals.
- Believing that what others have to say is irrelevant and inappropriate.
- Placing blame or making judgements about other team members.
- Withholding information or ideas.

Thinking about Collaboration:

- By helping others, you will establish good will with your team members so that they will be willing to return the favor in the future.
- Watch the movies “ A League of their Own, M. Holland’s Opus” , the “Mighty Ducks” or “Cool Runnings and notice the use of teamwork and collaboration toward a common goal.



Creative problem solving

What is it?: *“Creative Problem Solving and Decision Making” is the demonstration of behaviours that enable one to identify and solve problems by understanding the situation, seeking additional information, developing and weighing alternatives, and choosing the most appropriate course of action given the circumstances. Problems can be solved by breaking the issue into smaller pieces or by identifying patterns or connections between situations that are not obviously related. It involves the willingness to and demonstration of behaviours associated with taking a creative approach to problems or issues. It includes “thinking outside of the box” to go beyond the conventional, and to explore creative uses of resources.*

What DOES this mean?

- Thinking through a problem before offering a solution.
- Thinking about the chain of events that led to a problem.
- Reflecting on past successes and failures to identify recurring trends.

What DOESN'T this mean?

- Jumping to a conclusion without thinking through the facts.
- Addressing only the surface issue, ignoring other possible deeper causes.
- Evaluating options before getting all relevant information.

Thinking about Creative Problem Solving:

- Organize data, input, and ideas in a format so that you can understand all of the different pieces of the puzzle and how they relate to each other.
- Seek out creative thinkers, talk with people who are the people considered to be highly creative within your agency.
- In the movie “Good Will Hunting” Will Hunting has a gift for mathematics which is discovered by one of the professors. Will’s choices and direction have led him away from success in life and so a psychologist tries to help him with his gift and his life. Consider how Will and the psychologist resolve obstacles through careful problem solving.

Questions and Answers

Each month we will highlight commonly asked questions about the core competencies

Questions and Answers

What are the guiding principles that will be used in the implementation of Core Competencies?

- The Shared Interests committee developed a document titled *“The Intention of Core Competencies....outlining the principles”* which highlights the principles for core competencies implementation across the sector. The highlighted principles are:
 - Recognize the professional nature of direct support work,
 - Recruit the right people,
 - Provide job enhancement opportunities and make career paths more transparent,
 - Engage and inspire direct support employees to remain in the sector,
 - Provide a strength based approach to developing and enhancing direct support work,
 - The primary benefit and intent of the core competency model is to enable and facilitate positive professional development, not to be used for disciplinary purposes.
 - A foundation for increased and sustainable human resource capacity.
- For more information, see the document *““The Intention of Core Competencies....outlining the principles”*

Pilot Sites:

The Core Competencies Pilot Implementation project is fortunate to have sixteen agencies engaged in the pilot. Below is a list of the agencies, the Management Representative and the Direct Support Representative

For more information about the Core Competencies or the Developmental Services Human Resource Strategy
Or to have your name added or removed from the distribution list for this newsletter
please contact: Project Coordinator: Holly Duff (hollyduff@sympatico.ca)