

CORE COMPETENCY NEWSLETTER

June 2014

Interpersonal Relations and Respect



Empathy, translated into any speech, said in any part of the world, is the greatest word in all of spoken language. It has the ability to change the world; to make us care and love more; and gives us the most basic understanding of who each one of us is.

At surface value, anyone can say they are an empathetic person. Real empathy is in right action and thought to genuinely see things from the perspective of another. It is effort intensive, and is constantly asking to be worked on. But by demonstrating a willingness to truly listen and understand, accept and value opinions, and respect feelings, perspectives, and motivations

of others, empathy will allow us to shape our own responses and show genuine concern for the welfare, dignity and feelings of others.

Whether interacting with the people we support, their families, or our colleagues, showing high levels of interpersonal understanding is critical to effective relationship building.

FROM THE VAULT

The following is an excerpt from an essay I wrote in university.

"...Apathetic Listeners. We are all one at some point or another, though this characteristic is present in some more than others. People listen to others' stories and feel it is okay to relate it back to their own life. In some circumstances, this type of response may be appropriate, but those instances are few and far between. Sometimes these people do not bother to listen and proceed to change the subject completely, which is just as offensive. In other cases, one could be given superficial advice seemingly taken from a Hallmark card. The said advice dispenser is simply missing a drawing of a cutesy cat in a tutu with the caption 'Hang in There'.

But on rare occasions we come across people who may not have anything to say, and instead sincerely and wholeheartedly just listen. They cannot help but simply and genuinely say, "I'm sorry to hear that," and give their deepest sympathies. They feel for the person and cannot imagine the position they must be in. Trivial advice would not only be distasteful, but disrespectfully out of line. Relating the unfortunate event back to one's own meandering experiences would be truly inappropriate.

Friendship is a two way street. Everyone has a story that can break another's heart. In those difficult moments life presents to us, a heavy heart can be lifted by easily shutting one's mouth, opening one's ears, and quietly listening..."

"Advice is a form of nostalgia. Dispensing it is a way of fishing the past from the disposal, wiping it off, painting over the ugly parts, and recycling it for more than what it's worth."

~Jonah.

CORE COMPETENCY WORD ASSOCIATION

Find the 3 statements that best describe **Interpersonal Relations and Respect**, and write them in the space provided below.

Use the Core Competency dictionary as reference.

Making positive comments regarding individuals, employees and families current and expected abilities and potential.

Letting others make mistakes in a non critical setting; trusting their judgment skills and abilities while showing respect for their intelligence.

Seeking first to understand, then be understood; deferring judgment on what someone is saying and instead focusing on finding out more.

Defending the team's reputation when others criticize.

INTERPERSONAL RELATIONS AND RESPECT

Continuing to perform effectively in stressful and difficult circumstances.

Keeping a positive outlook and remaining focused during challenging times.

Knowing when to step forward to take action and when to take a step back to rest and refuel.

Holding your tongue and taking a deep breath to relax when something annoys you.

Focusing on the individual circumstances that are driving someone's behaviour and tailoring your response accordingly.

Staying current with developments in your own and related fields to identify trends or emerging issues which apply to agency practices.

Demonstrating interest when someone mentions an issue that concerns them, recognizing and understanding non-verbal behaviour.

1. _____

2. _____

3. _____

*If learning isn't reward in itself, submit your completed activity to Debb Young at Admin, by June 17th, 2014, and all correct activities will be entered into a draw for a super fun prize.

YOUR MAY ACTIVITY WINNER



Marg Lang

Congratulations to Marg of Community Living Centre Minto (Harriston Day Program)! Marg successfully unscrambled all the words from last month's jumble. It probably wasn't difficult for Marg to complete the Threshold Competencies activity as she demonstrates them on a day to day basis. We appreciate your efforts and dedication to Community Living Guelph Wellington, and for your inclusion of Core Competencies within your role as a Direct Support Professional!

YOUR CORE COMPETENCY TEAM

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*When Life Offers The Glass Half Full,
Put Ice In It and Make It Full.*

Jonah Lunod

With summer fast approaching, this may be the year he finally wears shorts. If he does, and you value your eye sight, do not stare directly into his legs. As they have not seen the warmth of the sun's rays in many years, you may go blind from their sheer paleness.

Special acknowledgement to two wonderful ladies from Lambert. Shauna Allen and Sandra Livingstone contributed to the activity for this month's newsletter.