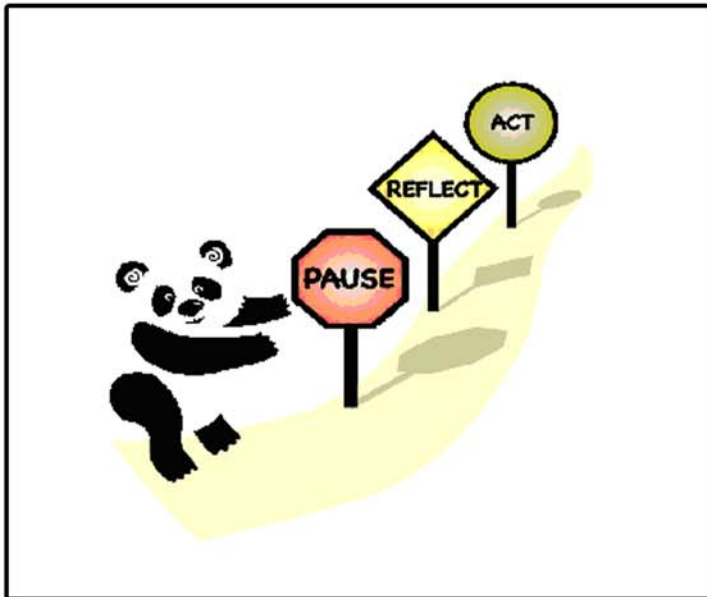


# CORE COMPETENCY NEWSLETTER

March 2014

## SELF-CONTROL



This month we are focusing on the threshold competency Self-Control. The above bhodi meditative image sums it all up. Self-control is about keeping one's emotions under control and restraining negative responses when faced with opposition or hostility from others. Given the nature of our work, and the potential for highly stressful situations, it requires that we pause, reflect and then act to resolve and express ourselves appropriately.

Though difficult at times, remember to take a deep breath, respond calmly and take positive action to calm others, ensuring your own safety and the safety of others.

This competency is critical for employees working in this sector and is identified as a baseline competency, particularly for those in a direct support role.

### PENNY THOUGHTS

Hello, my name is Jonah. It is with great pleasure that I join the Core Competency team. I have been privileged with the responsibility of bringing you our monthly newsletter.

This month's competency is Self-Control.

Self-control is about keeping one's emotions in check during difficult and stressful times.

In high pressure situations, I think of the cookie, and how he feels after a bad day at work?...pretty crumby!

Unlike the cookie, if we are able to **Pause**, realize our emotional state; **Reflect**, recognize in the grand scheme of things, whatever the issue is, it probably isn't that bad; and **Act**, deal with the problem at hand in a professional and adult manner, we will have self-control over how we respond to whatever situations life presents.

I am excited, and look forward to bringing future newsletters to you, our wonderful readers.

~Jonah.

**Self-Control** involves keeping one's emotions under control and restraining negative responses when provoked or when faced with opposition or hostility from others, or when working under conditions of stress. While anger and frustration may, at times, be justified, this competency is concerned with expressing or resolving it in an appropriate way that doesn't harm self or others, emotionally or physically.

Pause – Reflect – Act.

<i>This Means...</i>	<i>This Doesn't Mean...</i>
<ul style="list-style-type: none"> <li>▪ continuing to perform effectively in stressful and difficult circumstances (i.e., a difficult case)</li> </ul>	<ul style="list-style-type: none"> <li>▪ giving up and letting fear take over; letting stressful times get the best of you</li> </ul>
<ul style="list-style-type: none"> <li>▪ keeping things in perspective despite fatigue and frustration</li> </ul>	<ul style="list-style-type: none"> <li>▪ letting events "take control" of you</li> </ul>
<ul style="list-style-type: none"> <li>▪ coping effectively with ambiguity</li> </ul>	<ul style="list-style-type: none"> <li>▪ wanting everything to be black and white</li> </ul>
<ul style="list-style-type: none"> <li>▪ maintaining a professional approach when unduly annoyed, disturbed, or disrupted by others; remaining calm</li> </ul>	<ul style="list-style-type: none"> <li>▪ being rude and impolite by "lashing out" and over-reacting</li> </ul>
<ul style="list-style-type: none"> <li>▪ responding calmly with a sense of empathy and perspective when something happens that makes more work for you</li> </ul>	<ul style="list-style-type: none"> <li>▪ blaming others and getting angry when something happens that makes work for you</li> </ul>
<ul style="list-style-type: none"> <li>▪ remaining polite and in control when speaking with people who receive support or colleagues and dealing with offensive provocations</li> </ul>	<ul style="list-style-type: none"> <li>▪ getting angry or flustered when a person who receives support or colleague becomes unruly and directs personal attacks your way</li> </ul>
<ul style="list-style-type: none"> <li>▪ holding your tongue and taking a deep breath to relax when something annoys you</li> </ul>	<ul style="list-style-type: none"> <li>▪ sharply complaining to someone who is getting on your nerves</li> </ul>
<ul style="list-style-type: none"> <li>▪ taking steps to calm someone (e.g. a co-worker or person who receives support) who is noticeably upset</li> </ul>	<ul style="list-style-type: none"> <li>▪ refusing to get involved in emotionally charged situations, or saying or doing things that make the situation worse</li> </ul>

## Self-Control

Re-arrange the tiles to reveal a phrase. We started this one for you.

~~LI~~ M P U O N A O T I I N S ~~EM~~ ~~RES~~ T R A  
S L S E

R	E	S			E	M			L	I	

R E S M L Y I T U L S A T I S F U S T I N  
C A L R E S P O N D S O N S


V E L M C A P O S E S O T H T O I O N  
E R S T A K A C T I T I


M A N A G E S A D I O N E L F S E I N  
U A T S I T S S V E R


\*Please submit your completed activity to Debb Young at Admin, by March 18th, 2014. All correct activities will be entered into a draw for a fabulous awesome prize.

# YOUR CORE COMPETENCY TEAM

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Melanie Darke

Thank you to Melanie for providing all information for this month's newsletter.



Jonah Lunod

New to the Core Competency team, but extremely excited to be part of it! Lover of all things candy, nicely fitted blazers, and well crafted puns.