



Development of the Competency Model in Ontario's Developmental Services Sector



JUNE 2012

MONTHLY NEWSLETTER

Congratulations for getting through your training, or good luck on your upcoming training, we all know that learning new things can be hard! But being resilient is an important core competency within our field.

So this month we are going to look at the core competency **RESILIENCE**

Resilience involves maintaining stamina and performance under continuing stress, and to act effectively under pressure. It includes bouncing back from disappointments or confrontations, not letting them negatively influence ongoing performance. Resilient people consistently display determination, self-discipline and commitment in spite of setbacks or

lack of support, and a willingness to take a stand when appropriate.

Those roles that provide service and support to people with developmental disabilities (i.e., Direct Support roles, Specialized Support Workers and Clinical Specialists) may experience significant work-related stress. For this reason, it is critical to be able to continue to consistently demonstrate high levels of performance – providing high quality service and support – to the people we support and their families.

Examples of resilient people, Michael Oher and Elizabeth Edwards...

<i>This Means...</i>	<i>This Doesn't Mean...</i>
<ul style="list-style-type: none"> Assuming responsibility for routine or mundane tasks because of the greater good they present to the agency 	<ul style="list-style-type: none"> Refusing to take on tasks that are not challenging or exciting
<ul style="list-style-type: none"> Delivering high quality work efforts even in the face of mounting pressures 	<ul style="list-style-type: none"> Sacrificing the quality of work effort because of increasing pressures
<ul style="list-style-type: none"> Keeping a positive outlook and remaining focused during challenging or stressful times. 	<ul style="list-style-type: none"> Letting the "tides" drive your attitude and decision making abilities when faced with increased pressure to perform
<ul style="list-style-type: none"> Staying motivated and dealing productively with normal pressure; helping others do the same 	<ul style="list-style-type: none"> Letting the situation take control of your thoughts and actions
<ul style="list-style-type: none"> Recognizing the appropriate times to let yourself experience strong emotions and when to avoid emotions that may interfere with task accomplishment 	<ul style="list-style-type: none"> Displaying strong emotions to people who receive support, colleagues or partners without considering the impact they may have on the relationship
<ul style="list-style-type: none"> Knowing when to step forward to take action and when to take a step back to rest and re-fuel 	<ul style="list-style-type: none"> Jumping in head first to take action without first considering the barriers to a successful outcome
<ul style="list-style-type: none"> Having the capacity to manage your feelings, emotions and impulses to maintain high levels of motivation and self-confidence 	<ul style="list-style-type: none"> Displaying a negative demeanour and lack of motivation for on-going task when stress levels are high
<ul style="list-style-type: none"> Maintaining a positive/optimistic view of yourself and confidence in your strengths and abilities at all times 	<ul style="list-style-type: none"> Second guessing your strengths and abilities when confronted with a continued stressful or frustrating situation

Email us your examples of how someone within in your team has demonstrated RESILIENCE and you could win coffee and donuts delivered to you at your worksite for your break.

Deadline for submissions is July 19, 2012

Email Christa cpecore@clgw.ca or Sherry sMoore@clgw.ca

Who are the Representatives on the Committee:

Debb Young	Joanne Smithers	Sandy Morrow	Jennifer McGlen	Lori Ziegler
Melanie Darke	Linda Carroll-Lyssy	Sherry Moore	Tracy Sabean	Christa Pecore