

# CORE COMPETENCY NEWSLETTER

## Interpersonal Relationships and Respect

Author W.L. Bateman said, "If you keep doing what you have always done then you'll keep getting what you've always got."



### Increase your use of non-verbal behaviours when speaking with others.

- Use the **SOLER** technique:
  - ⇒ **S:** Sit **squarely**, with your arms and legs uncrossed.
  - ⇒ **O:** Maintain an **open** posture.
  - ⇒ **L:** **Lean** slightly forward in the direction of the speaker.
- Nod your head to indicate you are listening and understanding.
- ⇒ **E:** Maintain **eye contact** (be sensitive-some people are uncomfortable with extended eye contact).
- ⇒ **R:** Stay **relaxed**. Pay particular attention to how you are holding your shoulders and neck.

November 2012

So how do we show respect? Is it by slowing down and actively listening? Could it be as simple as treating others the same way you'd like to be treated?

Core competencies show us that; 'interpersonal relationships and respect' focuses on effective communication with the people around us, and doing so in a respectful way. Simply put, listen and don't interrupt!

The Core Comp team is made up of direct support staff, supervisors, managers, and directors. We all work together to bring the core competencies information to everyone at Community Living Guelph Wellington. It is through this collaboration that we have developed a strong sense of respect for what each team member brings to the group.

- Christa

## YOUR CORE COMPETENCY TEAM

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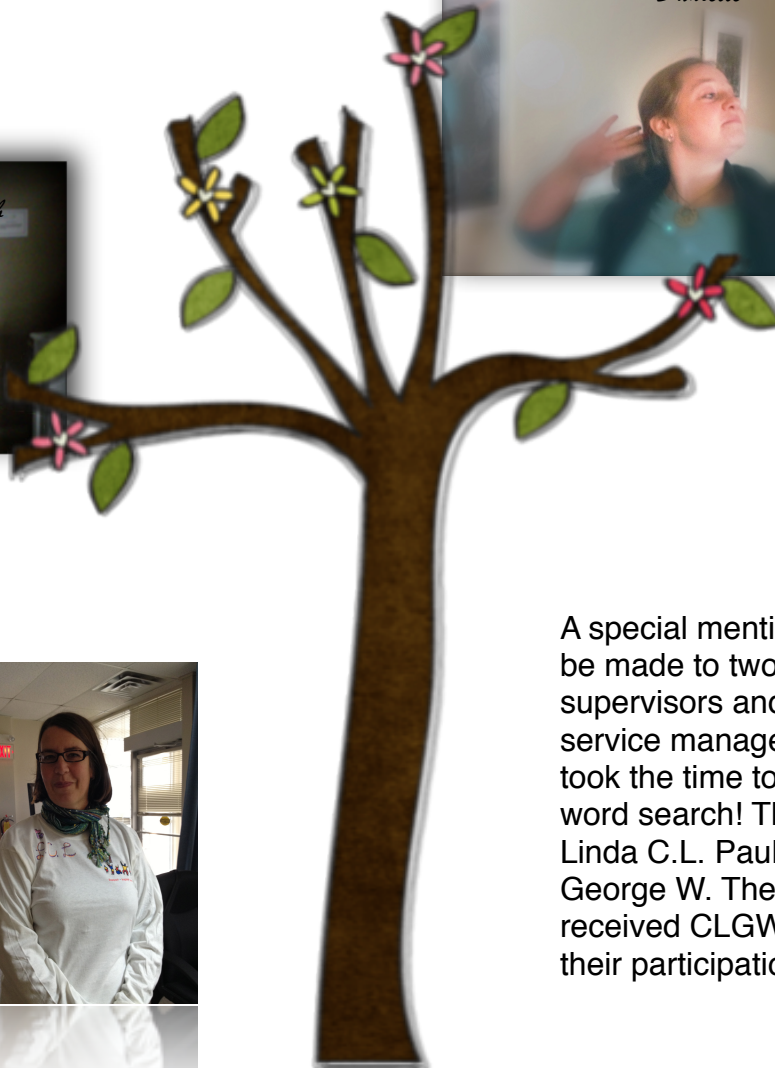
# CONTEST WINNERS

Our two winners from the word search draw was Deb from the North and Danielle from Guelph.

Deb's first response when she found out that she had won was sheer surprise! She had never won anything before in her life! After 15 years with CLGW she certainly knows what collaboration is all about.

Danielle was cool as a cucumber, she has to be to while working in a modified independent house where she has to *collaborate* with the guys who live there to make it the best possible home that it can be!

CONGRATULATIONS LADIES!



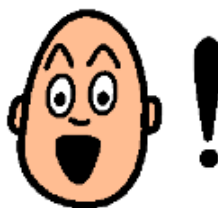
A special mention must be made to two supervisors and one service manager who took the time to do the word search! They are Linda C.L. Paul Z., and George W. They all received CLGW shirts for their participation.

**Interpersonal Relations and Respect** involves dealing with people in a respectful and sensitive manner. It implies truly listening, understanding, accepting and respecting the opinions, feelings, perspectives and motivations of others. It is also the demonstrated willingness to use this knowledge to shape one's own responses and to show a concern for the welfare, dignity and feelings of others.

**Check out the movie, 'The Awakening'.**

*This film shows how paying close attention to what people do can lead to deep interpersonal understanding even of severely handicapped people. Most of the clues observed are non-verbal.*

<b><i>This Means...</i></b>	<b><i>This Doesn't Mean...</i></b>
<ul style="list-style-type: none"> <li>▪ seeking first to understand, then be understood; deferring judgement on what someone is saying and instead focusing on finding out more</li> </ul>	<ul style="list-style-type: none"> <li>▪ jumping in with a solution when someone is starting to express their concerns</li> </ul>
<ul style="list-style-type: none"> <li>▪ encouraging colleagues and people who receive support to elaborate when they mention a concern</li> </ul>	<ul style="list-style-type: none"> <li>▪ trying to brush over a concern and move on to the next point</li> </ul>
<ul style="list-style-type: none"> <li>▪ demonstrating interest when someone mentions an issue that concerns them; recognizing and understanding non-verbal behaviour (e.g., eye contact and body posture)</li> </ul>	<ul style="list-style-type: none"> <li>▪ giving lip service to concerns but then ignoring the issue that has been raised; accepting what is said at face value without considering non-verbal cues</li> </ul>
<ul style="list-style-type: none"> <li>▪ recognizing deeper needs or concerns of a person who receives support or colleague that they may not be divulging (i.e. looking for the emotional content of what is being said)</li> </ul>	<ul style="list-style-type: none"> <li>▪ responding only to what a person who receives support or colleague is telling you or ignoring the feelings underneath the words</li> </ul>
<ul style="list-style-type: none"> <li>▪ thinking beyond the immediate issue to look at root causes of underlying behaviour</li> </ul>	<ul style="list-style-type: none"> <li>▪ focusing on solving someone's immediate problem</li> </ul>
<ul style="list-style-type: none"> <li>▪ understanding a person who receives support or colleague enough to predict and prepare for his or her reactions</li> </ul>	<ul style="list-style-type: none"> <li>▪ not being prepared for possible reactions and therefore not being able to deal with them effectively</li> </ul>
<ul style="list-style-type: none"> <li>▪ focusing on the individual circumstances that are driving someone's behaviour and tailoring your response accordingly</li> </ul>	<ul style="list-style-type: none"> <li>▪ relying on stereotyped explanations to account for someone's behaviour and giving canned responses</li> </ul>
<ul style="list-style-type: none"> <li>▪ Exploring the surrounding environment and the impact on an individual's behaviour</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ignoring the interrelationships between the individual, culture, community and past experiences</li> </ul>



The object of this activity is to correctly identify the feeling that the face is showing. All the correct sheets that we get back will be entered into a draw for a prize.

You can send them to:

Christa at Walnut Upper ([christapecore@gmail.com](mailto:christapecore@gmail.com))

Sherry at Fergus SIL [smoore@clgw.ca](mailto:smoore@clgw.ca)

Sheets must be in by December 17th, 2012