

**Know Your Competencies,  
Create Your Own Success**

The Community Network of Specialized Care:  
Lunch & Learn Video Conference Series  
September 24, 2015

**Presented by:**  
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Jonah Lunod

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**Know Your Competencies,  
Create Your Own Success**

**The Intention of Core Competencies...**

- Enhance the lives of people we support
- Recognize the professional nature of direct support work
- Enable and facilitate positive professional development and provide job enhancement opportunities
- It is not the intent that Core Competencies be used for disciplinary purposes
- Recruit the right people
- Make career paths more transparent

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**Know Your Competencies,  
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**Two Types of Competencies**

➤ **Technical Competencies**

- The knowledge and skills required to do the job
- WHAT a person needs to know or know how to do

➤ **Behavioural Competencies**

- The behaviours a person demonstrates in performing the job
- They are HOW an individual approaches his/her work

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**Core Competencies**

- Behavioural (Core) Competencies are the key differential between a superior performer and an average performer.

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Know Your Competencies,  
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**Direct Support Professionals**

Advocating for Others

Collaboration

Creative Problem Solving and Decision Making

Fostering Independence in Others

Initiative

Interpersonal Relations and Respect

Resilience

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**Core Competencies Are More Than Career Development, They...**

- >Can bring teams together
- >Help evaluate and elevate the service and supports that you deliver
- >Are a way to share what great work we do with our Direct Support Supervisors
- >Ensure that we are providing individuals with the services and support they deserve.

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**The Driving Force Behind  
Core Competencies**

Focus

Accountability

Commitment

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**Core Competency Examples:**

- Are all about explaining the specific actions **YOU** took in a particular situation.
- When explaining your examples include background details such as where you were working and what your role was.
- Use "I" statements and not "We" statements.

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**Remember To Be As Specific As Possible  
(STAR)**

- Describe the **S**ituation
- Give details on what you had to do – **T**asks
- Give details on **A**ctions you took
- Tell what was the outcome (or **R**esult) of the situation

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**Advocating for Others**

- Champion a cause or issue and try to get others to support it.
- Trying to win the support of others
- Focused on “giving a voice to others” who cannot speak for themselves
- Also focused on advocating for the agency, or sector itself

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**Collaboration**

- Communicating to create alignment within and across groups
- Encourages information sharing
- Teamwork
- Helps to provide high levels of service to those who are supported

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**Interpersonal Relations and Respect**

- Treating people in a respectful and sensitive manner
- Implies truly listening, understanding, accepting and respecting the opinions of others
- Demonstrating empathy
- Having a deeper understanding of others and their behaviour

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**Fostering Independence in Others**

- Enabling others (Direct Support Professional and the people we support) to be self-sufficient
- Nurtures self-determination
- Gives others a sense of commitment and ownership
- Empowers others to reach their potential

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**Initiative**

- Action oriented
- Includes addressing current opportunities (being reactive) and acting on future opportunities or problems (being proactive)
- Acting in the present to create value in the future
- Thinking or planning ahead to anticipate and prepare for problems versus reacting to them

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**Creative Problem and Decision Making**

- Identifying and solving problems by understanding the situation
- Seeking additional information
- Developing and weighing alternatives
- Choosing the most appropriate course of action
- Involves being creative and innovative

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**Resilience**

- Maintaining stamina and performance under continuing stress
- Acting effectively under pressure
- Bouncing back from disappointments or confrontations, and not letting them affect performance
- Maintaining determination and self-discipline

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**Gillian Seguin**

**Gary's Story:**

- Creative Problem Solving and Decision Making
- Interpersonal Relations and Respect




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**Gillian Seguin**

How Core Competencies have enhanced my current role with Community Living London as the project coordinator for the Transition to Employment Initiative

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**Jonah Lunod**

My story with Community Living Guelph  
Wellington, and how I found success through  
Core Competency.

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Know Your Competencies,  
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**My Core Competency  
Newsletters**

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**CORE COMPETENCY  
NEWSLETTER**

Self-Development

**Self-Development**

Self-Development is a process of learning to know oneself, to understand one's strengths and weaknesses, and to use this knowledge to improve one's performance. It is a continuous process that requires a commitment to personal growth and a willingness to challenge oneself. Self-Development is not just about improving one's skills and abilities, but also about understanding one's values and beliefs, and how they influence one's behavior. It is about taking control of one's life and creating a future that is fulfilling and meaningful. Self-Development is a journey, and it is one that everyone can undertake. It is a journey that leads to personal growth, to a deeper understanding of oneself, and to a more successful and satisfying life.

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### COMPETENCY ASSESSMENT QUESTIONNAIRE

The following is a Competency Assessment Questionnaire (CAQ) for Collaboration. Please use it to gather data about your group's current level of competency for each item. Please use it to track competency growth over time.

Give detailed examples for each level, as the winner with the most fitting descriptions will be chosen for a prize during upcoming Core Competency training sessions.

Not only do you have a chance to win and be featured in next month's newsletter, but your examples could be used during upcoming Core Competency training sessions.

#### Collaboration

Collaboration is about communicating and sharing with others and working as well as with individuals, agencies, and organizations within your community to create a better future for all. It is about working together to create a better future for all. It is about working together to create a better future for all. It is about working together to create a better future for all.

1. Collaborates and Shares Own Share of Work:
2. Works Others and Builds Trust:
3. Encourages Others:
4. Works to Build Team Commitment and Spirit:

If you like learning about yourself and working with others at all the time, this is the perfect time to complete this questionnaire. Thank you for your participation.

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### YOUR JUNE ACTIVITY WINNER

Let's begin!

Congratulations to the winner of the June Activity Competition, who has been selected as the winner of the June Activity Competition. The winner of the June Activity Competition will be selected by the judges of the June Activity Competition. The winner of the June Activity Competition will be selected by the judges of the June Activity Competition. The winner of the June Activity Competition will be selected by the judges of the June Activity Competition.

#### YOUR CORE COMPETENCY TEAM

|       |       |       |       |
|-------|-------|-------|-------|
| David | David | David | David |
| David | David | David | David |
| David | David | David | David |
| David | David | David | David |
| David | David | David | David |

Thank you for your participation in the June Activity Competition. We hope you enjoyed the competition and the prizes. We hope you enjoyed the competition and the prizes. We hope you enjoyed the competition and the prizes.

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# Thank You

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