



# CHWC Framework | Interpersonal

Behaviours and tactics used to effectively interact, communicate, and work with others. Critical to each role and sometimes require ongoing development.



Collaboration	Communication	Conflict Resolution	Critical Thinking	Cultural Awareness & Diversity
Actively build relationships and work with other people, agencies and services to share information and resources, and achieve common goals.	Transfer information to another person, group or place with the ability to be understood or understand. Deliver effective and clear communication using a range of techniques, including listening, non-verbal cues, approachable tone, being open-minded, respectful of others, showing empathy, and reciprocating feedback.	Communicate effectively with clients and others to prevent, de-escalate or resolve situations where conflict may arise. This involves resolving the difference or conflict through negotiation so all parties have been heard with their point of view given due consideration.	Ability to think about a topic or issue in an objective and critical way, including making observations, analysing outcomes, interpreting results, reflecting on issues, evaluating to problem solve, and providing direction or employing decision making skills.	Awareness and positive recognition of diversity in the workplace by acknowledging the individual strengths of each person and allowing them to reach their full potential.
<b>Applicable To</b> AD T A FS TM S	<b>Applicable To</b> AD T A FS TM S	<b>Applicable To</b> AD T A FS TM S	<b>Applicable To</b> AD T A FS TM S	<b>Applicable To</b> AD T A FS TM S
<b>Learning &amp; Development</b> <ul style="list-style-type: none"> <li>• CHCPRP001 Develop and maintain networks and collaborative partnerships</li> <li>• On the job</li> <li>• Coaching</li> </ul>	<b>Learning &amp; Development</b> <ul style="list-style-type: none"> <li>• Strengths based communication</li> <li>• CHCCOM002 Use communication to build relationships</li> <li>• On the job</li> <li>• Coaching</li> </ul>	<b>Learning &amp; Development</b> <ul style="list-style-type: none"> <li>• Managing conflict in the workplace</li> <li>• Managing challenging behaviours</li> <li>• CHCCCS020 Respond effectively to behaviours of concern</li> <li>• On the job</li> <li>• Coaching</li> </ul>	<b>Learning &amp; Development</b> <ul style="list-style-type: none"> <li>• On the job</li> <li>• Coaching</li> </ul>	<b>Learning &amp; Development</b> <ul style="list-style-type: none"> <li>• <a href="#">2-Day CHIA NSW industry induction program</a></li> <li>• CHCDIV001 Work with diverse people</li> <li>• On the job</li> <li>• Coaching</li> </ul>
<b>Resources</b> <ul style="list-style-type: none"> <li>• N/A</li> </ul>	<b>Resources</b> <ul style="list-style-type: none"> <li>• Organisational policies and procedures</li> </ul>	<b>Resources</b> <ul style="list-style-type: none"> <li>• Onboarding checklist</li> <li>• Organisational policies and procedures</li> </ul>	<b>Resources</b> <ul style="list-style-type: none"> <li>• N/A</li> </ul>	<b>Resources</b> <ul style="list-style-type: none"> <li>• Organisational policies and procedures</li> </ul>



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Cultural Safety	Growth Mindset	Language, Literacy & Numeracy	Managing Difficult Behaviour	Workplace Boundaries & Bullying
<p>Demonstrate an understanding and awareness of the needs for individuals, organisations and systems to be culturally safe and the impact your own culture and cultural values may have on Aboriginal and Torres Strait Islander people. This includes ensuring all people feel comfortable, supported and respected within their environment.</p>	<p>Ability to identify opportunities to grow the business and solve problems creatively. It involves proactively embracing challenges and framing them as opportunities for change and growth.</p>	<p>Ability to effectively read, write, speak and numerate information, text, ideas and data in the workplace.</p>	<p>Clearly and concisely communicate with the ability to de-escalate conflict, negotiate, problem solve, and understand underlying factors that may lead to difficult and challenging client behaviours.</p>	<p>Understand concepts of bullying, providing a safe work environment, establishing boundaries, and being cognisant of the Fair Work Act of NSW with regard to physical, emotional and communication boundaries. Managers and supervisors must also understand how and why boundaries are important within the workplace.</p>
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<p>Learning &amp; Development</p> <ul style="list-style-type: none"> <li>2-Day CHIA NSW industry <a href="#">induction program</a></li> <li><a href="#">Aboriginal &amp; Torres Strait Islander cultural safety</a></li> <li>CHCDIV002 Promote Aboriginal and Torres Strait Islander cultural safety</li> <li>On the job</li> <li>Coaching</li> </ul>	<p>Learning &amp; Development</p> <ul style="list-style-type: none"> <li>On the job</li> <li>Coaching</li> </ul>	<p>Learning &amp; Development</p> <ul style="list-style-type: none"> <li>TBD</li> </ul>	<p>Learning &amp; Development</p> <ul style="list-style-type: none"> <li>2-Day CHIA NSW industry <a href="#">induction program</a></li> <li>Managing conflict in the workplace</li> <li>Managing challenging behaviours</li> <li>CHCCCS020 Respond effectively to behaviours of concern</li> <li>On the job</li> <li>Coaching</li> </ul>	<p>Learning &amp; Development</p> <ul style="list-style-type: none"> <li>On the job</li> <li>Coaching</li> </ul>
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