



CHWC Framework | Personal

Personal and internal abilities and behaviours that help manage emotions, cope with challenges and learn new information. Essential to each role and often require ongoing development.



Adaptable	Agility	Coachability	Compassion	Emotional Intelligence
<p>Able to change or be changed in order to fit or work better as situations arise.</p>	<p>Being responsive and flexible with the ability to adapt to changing conditions.</p>	<p>Capable of being easily taught and trained to improve and demonstrating a willingness to accept feedback.</p>	<p>Demonstrate a sympathetic awareness of others' distress or misfortune with a desire to assist.</p>	<p>Ability to understand and manage your own emotions and those of the people around you.</p>
<p>Applicable To</p> <p>AD T A FS TM S</p>	<p>Applicable To</p> <p>AD T A FS TM S</p>	<p>Applicable To</p> <p>AD T A FS TM S</p>	<p>Applicable To</p> <p>AD T A FS TM S</p>	<p>Applicable To</p> <p>AD T A FS TM S</p>
<p>Learning & Development</p> <ul style="list-style-type: none"> On the job Coaching 	<p>Learning & Development</p> <ul style="list-style-type: none"> On the job Coaching 	<p>Learning & Development</p> <ul style="list-style-type: none"> On the job Coaching 	<p>Learning & Development</p> <ul style="list-style-type: none"> On the job Coaching 	<p>Learning & Development</p> <ul style="list-style-type: none"> Strengths based communication Using emotional intelligence On the job Coaching
<p>Resources</p> <ul style="list-style-type: none"> N/A 	<p>Resources</p> <ul style="list-style-type: none"> N/A 	<p>Resources</p> <ul style="list-style-type: none"> N/A 	<p>Resources</p> <ul style="list-style-type: none"> N/A 	<p>Resources</p> <ul style="list-style-type: none"> N/A



CHWC Framework | Personal

Personal and internal abilities and behaviours that help manage emotions, cope with challenges and learn new information. Essential to each role and often require ongoing development.



Empathy	Flexible	Open-Minded	Resilience	Self Care & Boundaries
Ability to understand what other people feel, to see things from their point of view and imagine yourself in their situation.	Ability and willingness to respond and adjust to changes by being open-minded, optimistic and looking ahead.	Willing to listen to other ideas and opinions and being open to change.	Ability to develop and engage with strong resources and support networks to manage stress and conflict.	Ability to take care of your mental, emotional and physical health to achieve balance across your personal and work life.
Applicable To AD T A FS TM S	Applicable To AD T A FS TM S	Applicable To AD T A FS TM S	Applicable To AD T A FS TM S	Applicable To AD T A FS TM S
Learning & Development <ul style="list-style-type: none"> Using emotional intelligence Trauma informed practice On the job Coaching 	Learning & Development <ul style="list-style-type: none"> On the job Coaching 	Learning & Development <ul style="list-style-type: none"> On the job Coaching 	Learning & Development <ul style="list-style-type: none"> Developing a leadership mindset for wellbeing On the job Coaching 	Learning & Development <ul style="list-style-type: none"> Creating a wellbeing mindset for you and your co-workers On the job Coaching
Resources <ul style="list-style-type: none"> N/A 	Resources <ul style="list-style-type: none"> N/A 	Resources <ul style="list-style-type: none"> N/A 	Resources <ul style="list-style-type: none"> The Resilience Project 	Resources <ul style="list-style-type: none"> Induction welcome pack Onboarding checklist The Resilience Project



CHWC Framework | Personal

Personal and internal abilities and behaviours that help manage emotions, cope with challenges and learn new information. Essential to each role and often require ongoing development.



Social Responsibility

Being aware that your actions and decisions impact what is going on around you. It often reflects your ability to be informed, being active in the community, sensitive to others' needs, and taking care of your environment.

Applicable To

- AD
- T
- A
- FS
- TM
- S

Learning & Development

- [2-Day CHIA NSW industry induction program](#)
- On the job
- Coaching

Resources

- Onboarding checklist
- Organisational policies and procedures

Values

Identifying what you believe is important in the way you live and work.

Applicable To

- AD
- T
- A
- FS
- TM
- S

Learning & Development

- [2-Day CHIA NSW industry induction program](#)
- On the job
- Coaching

Resources

- Organisational policies and procedures