

GENERAL CORE COMPETENCIES FOR RELATIONSHIP BASED PROFESSIONAL DEVELOPMENT

General Knowledge and Skills: Integrates Adult Learning Principles into RBPB Relationships

Content Area I: Adult Learning

Competency

- A. Demonstrates ability to apply motivational strategies in relationship-based (RB) settings
- B. Demonstrates a partnership model when planning and designing goals and improvement plans
- C. Acknowledges and builds on the experience and knowledge clients bring to the RB setting
- D. Facilitates opportunities for client to practice new learning before integrating into daily activities
- E. Provides opportunities for client to integrate new learning into their current setting, experience and knowledge base
- F. Lays the groundwork for transfer of learning by providing materials and activities that promote ongoing learning and the development of learning communities
- G. Demonstrates a commitment to shared learning by utilizing a feedback process that is strength focused
- H. Facilitates a comfortable learning environment that acknowledges all contributions
- I. Provides client interactions that are tailored to individual learning styles and preferences
- J. Incorporates a process of goal setting and ongoing review of goals

Content Area II: Building Relationships

Competency

- A. Uses positive 'people skills' to develop a respectful and responsive relationship with client
- B. Demonstrates respect for and interest in the individual abilities of others
- C. Partners with client to identify learning and communicating styles and preferences
- D. Demonstrates feelings of care and empathy that are strength based and focused on positive change when working with client
- E. Provides support as needed by client while maintaining professional boundaries in the RBPB relationship
- F. Demonstrates a commitment to the concept of shared learning by utilizing strategies that encourage sharing, joint problem-solving, and developing partnerships
- G. Demonstrates an individualized, culturally competent approach to the relationship
- H. Demonstrates cultural proficiency in integrating cross-cultural awareness and divergent points of view

Content Area III: Assessment and Planning

Competency

- A. Uses strategies and appropriate tools to objectively observe client/program
- B. Provides reliable data to client
- C. Uses multiple strategies and tools to assess client/program improvement needs and develop measurable goals
- D. Provides client with the skills and tools necessary to self-evaluate, and the opportunity to discuss/analyze findings

- E. Provides support to client in using relevant data to prioritize needs, and develop personal and professional goals
- F. Provides assistance and tools for continuously evaluating personal/program progress towards goals
- G. Provides guidance in making 'mid-course adjustments' to goals
- H. Uses reflective practices to re-examine actions and feelings expressed by client

Content Area IV: Communication

Competency

- A. Demonstrates active and responsive listening techniques with client
- B. Utilizes a range of effective communication techniques designed to address both verbal and non verbal communication with client
- C. Asks 'what, where, when, who and how' questions to clarify beliefs, thoughts, and actions
- D. Demonstrates ability to facilitate the RBPD process of timely, goal focused meetings and conversations
- E. Strategically identifies possible conflicts and addresses them through utilizing positive conflict management strategies

Content Area V: Change

Competency

- A. Demonstrates ability to respond effectively to client's ever-changing needs through planning for and managing change
- B. Identifies and utilizes a variety of tools based upon the client's stage of development and approach to change
- C. Demonstrates understanding that improvement is continuous and not static
- D. Understands the impact learning has on the dynamics of the change process
- E. Demonstrates ability to manage and facilitate change
- F. Understands conflict management and demonstrates resolution strategies