

5. Working With Others

Skill Areas:

- building and maintaining relationships
- supporting others
- collaborating
- resolving conflict
- empathy and compassion

As Demonstrated by:

- Builds and maintains effective interpersonal relationships with families and professional colleagues by:
 - Respecting and promoting the decision-making authority of families
 - Understanding and respecting the beliefs and practices of the family’s culture
 - Following the parents’ lead
 - Following through consistently on commitments and promises
 - Providing regular communication and updates
- Works with and responds to families and colleagues in a tactful and understanding manner
- Collaborates and shares information with other service providers and agencies to ensure the safety of the infant/young child, coordinated services, and to promote awareness of relationship-focused approaches to working with children
- Works constructively to find “win-win” solutions to conflicts with colleagues (eg, interagency, peer-peer, and/or supervisor-supervisee conflicts)

6. Communicating

Skill Areas:

- listening
- speaking
- writing

As Demonstrated by:

- Actively listens to others and asks questions for clarification
- Uses appropriate non-verbal behavior and correctly interprets others’ non-verbal behavior
- Communicates honestly, sensitively, and empathically with families, using non-technical language
- Obtains translation services as necessary to ensure effective communication with families who may experience a communication barrier
- Writes clearly, concisely, and with the appropriate style (eg, business, conversational, etc) in creating notes, reports, and correspondence