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March 2005	22.06.16	Marie	Format change

As an employee of Community Connection, the image that you portray in your involvement with individuals, fellow workers and the community in general has an impact not only on how the organisation is viewed but also the perception that members of the community may have of people with a disability. With this in mind the following should be considered at all times.

### **Presentation**

- Consider your visibility as an employee
- Your DRESS (clean and casual dress is suitable)
- Your SPEECH (conversation, language, tone must always be appropriate and show respect for the individual and others)
- Your INTERACTIONS with others

### **Behaviour**

- Your interactions with others
- How you deal with issues and situations
- PASSIVE/ASSERTIVE/AGGRESSIVE
- Being constructive with criticisms V's gossip
- Ensuring CONFIDENTIALITY, and privacy of personal details to individuals
- Any type of abuse to participants is illegal and an infringement of their rights (verbal abuse, physical, emotional, financial, neglect, and exploitation)
- Individuals may visit your residence whilst working if agreed to collectively (family, coordinator, and team members)
- The use of PROHIBATIVE DRUGS or excess alcohol (or exhibiting the effects of) whilst working with an individual is not acceptable.

### **Advantages of Good Communication Skills**

- ✓ Respected
- ✓ Listened to
- ✓ gain more credibility
- ✓ Feel better in yourself
- ✓ Enjoy your job more
- ✓ others will benefit
- ✓ Offers a better service to individuals

## **This does not mean that you have to be:**

- Superficial
- Serious – constantly
- Officious
- Business-like
- Sombre (no sense of humour)
- Unfriendly
- Unapproachable
- You are not expected to like everyone you work with, but you are expected to be respectful.

## **Communication**

- The way you SPEAK to people
- Exercising your listening skills
- Your participation in meetings
- Using the telephone
- Conversing/Corresponding with families
- Written communications. All record keeping systems are legal documents and can be used in a court of law.

## **Ideas for written communication**

- Don't write things when you are upset
- Get a second opinion on what you have written
- Remember that the individual and or their families will be reading any notes/files etc.

## **Teamwork**

Qualities of a good team:

- Ability and willingness to work as a group
- Ability to develop working relationships
- Respect for each other's opinions
- Sensitivity to the needs of others
- Open and honest communication
- Peer support
- Peer review
- Constructive criticism
- Appraisal of self and others
- Full participation in problem solving and decision making

## **Personal Issues**

- Maintain a positive approach (using a mental list of positive events and achievements, analysing things that haven't worked as well.
- Monitor your interactions with people.
- Aim to fully understand the service provisions and philosophies in terms of inclusion opportunities for people of the service.
- Dobbing V's exploitation (dobbing is when someone callously tells on someone – **Advocating** is when someone acts on behalf of another person's RIGHTS & ENTITLEMENTS. **Advocating is essential when exploitation is occurring.**