

Common Core of skills, knowledge and values

Overarching values:

Respect: see people using services as experts in their own lives with opinions, knowledge and experiences; value the contribution of others.

Collaboration: understand that you can achieve improved outcomes through people working together in partnership. Participation and dignity: promote the rights of individuals to play an active part in their community, as much as they want to and respect their choices of how they wish to lead their lives.

Empowerment: make sure people who use services recognise and use their strengths and are able to make informed decisions.

Skill: Self-awareness – understand yourself and others

My personal feelings	Individuality	My impact on others	My personal development
Be aware of your own feelings, understand that these may be different from the people you work with and may influence the way you see them.	Recognise that needs and strengths are unique and that we are all influenced by who we are, our environment, backgrounds and circumstances.	Understand your impact on people and how they might see you. Adapt your approach including your tone, language and behaviour to suit the circumstances. Show empathy.	Reflect on your own strengths and weaknesses. Constantly strive to learn new skills and knowledge. Set goals and know to ask for help when you need it.

Skill: Building trust – recognise the importance of relationships

Honesty and integrity	Confidentiality	Managing challenge	Keeping people safe
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Be honest and open; discuss each other's strengths; listen carefully and be clear about your role.	Make sure people understand what information will be kept in confidence and why some information from or about them may be shared.	Be compassionate. Involve and engage people in understanding their situation. Be adaptable in how you respond to challenges.	Understand your responsibilities and appropriate procedures to protect people from harm. Be proactive; protect yourself and other people from harm.
Skill: Promoting dignity and fairness – get to know how people want to live			
Active listening	Shared decision making	Facilitation	Teamwork
Include people as active participants, listening to and with them; understand their lived experiences and other strengths.	Understand that you can do most things together. Involve people in decision making and respect their choices.	Work with people to identify a range of options and make sure they make informed choices. Make sure human rights based approaches underpin decisions.	Respect and value the contribution of the people you work with, including other workers/agencies.
Skill: Engaging people – support everyone to be included			
Enabling potential	A flexible approach	Working with people	Accessing help and resources
Consider the strengths, needs and potential risks for each person in the context of where they live, their relationships and their wellbeing.	Understand that not everyone feels included and know different ways to engage people. Get to know people's likes and dislikes, abilities and what has worked before.	Learn how to work with individuals or groups and how to manage the different dynamics at play. Get the best out of people.	Help people to participate in their local communities and to create the necessary bonds and networks to enrich their lives. Know which other local workers or agencies can help. Make the links.