# HEALTH EDUCATION & TRAINING INSTITUTE

Integrating CORE Chat into 'Good Health - Great Jobs' Strategy







## People Management Skills Program

Core Skills							
Leading	Effective	Conflict	Influencing	Coaching and	Critical	Presentation	Managing
and	Communication	Resolution	and	Mentoring	Conversations	and	Change
Building	and Relationship		Negotiation			Facilitation	
Teams	Building						

- A workforce confident in establishing appropriate and sustainable connections
- Creating a respectful, responsive and culturally safe health service
- Dealing appropriately with conflict, bullying, harassment, grievance and complaints





## People Management Skills Program

- PMSP Blended Course
- Online modules
- PMSP / FME Recognition Pathway
- Executive Manager Course
- CORE Chat







## **Unconscious Competence**

"98% of our waking time is spent on doing activities which we unconsciously do very well - without too much hesitation."

Harvard Business Review (2000)



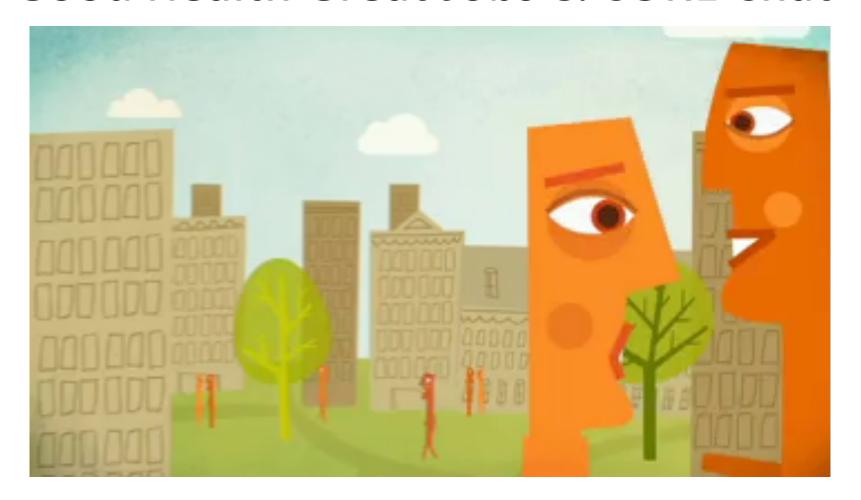








### **Good Health Great Jobs & CORE Chat**







### **Good Health Great Jobs & CORE Chat**

- Living out the NSW Health CORE Values
- Taking responsibility to bring about positive change.
- Working together to achieve mutually acceptable, solution focussed outcomes







## **Key Priorities:**'Good Health – Great Jobs' Strategy (2011 – 2015)

### **Key Priority 1 - GROWTH**

 Increase the representation of Aboriginal employees to 2.6% across the NSW public health sector

### **Key Priority 2 - COLLABORATION**

Increase the representation of Aboriginal people working in all health professions

#### **Key Priority 3 – PARTNERSHIPS**

 Develop partnerships between the health and education sectors to deliver real change for Aboriginal people wanting to enter the health workforce and improve career pathways for existing Aboriginal staff





## **Key Priorities:**'Good Health – Great Jobs' Strategy (2011 – 2015)

### **Key Priority 4 – LEADERSHIP & PLANNING**

Provide leadership and planning in Aboriginal workforce development

#### **Key Priority 5 – University Health Graduates**

 Tap into the increasing pool of Aboriginal university graduates undertaking health courses

### **Key Priority 6 – Culturally Safe and Competent Health Services**

- Build a NSW health workforce which focuses on the disparity in health outcomes between Aboriginal and non-Aboriginal people by providing culturally safe and competent health services
  - This can be achieved in part, by all NSW Health staff completing both the E-learning and Face-to-Face training components of the Respecting the Difference An Aboriginal Cultural Training Framework for NSW Health





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## good health – great jobs Stepping Up Forum 2015



- What strategies or learning's have been introduced by this Initiative or Program?
- How does this Initiative or Program address the delivery of culturally safe services for Aboriginal people?
- What have we learned from this Initiative or Program that grows and supports the Aboriginal Workforce?

Discussions in each Workshop will be from an Aboriginal Workforce perspective and shared at the end of Day 2



## good health – great jobs Stepping Up Forum 2015



### Write Down One Strategy or Learning From This Session?

Discussions in each Workshop will be from an Aboriginal Workforce perspective and shared at the end of Day 2

- 1. Staff need to practice it in a safe environment
- 2. Managers need to be trained first
- 3. Providing framework to address difficult situations
- 4. Turning conflict into positive engagement
- 5. Manager support when assistance required
- 6. Need trust in management
- 7. Online education would assist front end
- 8. Would be interesting to link results of Your Say survey to successful implementation of Core Chat

