

HEALTH EDUCATION & TRAINING INSTITUTE

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



People Management Skills Program

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

- 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)





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Collaboration
Openness
Respect
Empowerment

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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Contact us

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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

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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