

BEHAVIOURAL COMPETENCIES

for Canada's Substance
Use Workforce v. 2

ADAPTABILITY
and **FLEXIBILITY**



Canadian Centre
on Substance Use
and Addiction

Evidence. Engagement. Impact.



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and Addiction

All behavioural indicators across proficiency levels are examples only and can be adapted or tailored to meet individual organizational needs and mandates.

For CCSA's competencies, substance use is inclusive of situations where professionals are working with individuals who use or have used substances, are diagnosed with a medically recognized substance use disorder or are experiencing harms as a result of using substances. For more information, please refer to the criteria for substance use disorders in the *Diagnostic and Statistical Manual of Mental Disorders*, 5th edition (DSM-5).

For more information on sex- and gender-based analysis (SGBA+), please visit www.ccsa.ca/sex-and-gender-based-analysis

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ISBN 978-1-77178-727-7

ADAPTABILITY AND FLEXIBILITY

Willingly adjust one's approach to meet the demands and needs of constantly changing conditions, situations and people, and work effectively in difficult or ambiguous situations.

	1 = Foundational	2 = Developing	3 = Proficient	4 = Advanced
EXAMPLES	<ol style="list-style-type: none"> Demonstrates recognition that other points of view and ways of doing things have value Readily shows flexibility and expresses willingness to do things differently, accepting change and diversity in practice Adjusts priorities and work goals as necessary when working under changing or unclear conditions Displays a positive attitude in the face of ambiguity and change Adapts approach to match needs of others, respecting the influence of different cultures Asks others for input and feedback on changes that will affect the work unit Encourages peers to adapt to new initiatives Strives to develop a healthy perspective on change, adapting in an informed and professional manner to demanding and changing circumstances 	<ol style="list-style-type: none"> Remains effective and retains perspective under changing or unclear conditions Accurately reads and understands emotional, interpersonal and environmental cues, and adjusts own behaviour to obtain the desired outcomes Seeks to understand and incorporate the needs of different and diverse people and groups across a range of situations Gathers evidence from a variety of sources to assess changing plans and priorities, and makes informed choices based on available information 	<ol style="list-style-type: none"> Supports and adapts to major changes that challenge traditional ways of operating and thinking Provides advice and guidance to others to assist them in adapting to difficult or changing situations Exercises flexibility in approaches while also maintaining professional integrity and organizational values Competently manages risk and uncertainty Seizes opportunities to communicate convincingly about the necessity and positive impact of healthy change in organizations Tracks the impact of organizational change, making adjustments to the implementation of the change initiative, as needed Cultivates ability to adjust responses to people of diverse backgrounds and contexts Seeks and incorporates evidence on the sex and gender-related factors that impact people 	<ol style="list-style-type: none"> Revises organizational or project plans to meet new demands and priorities Recognizes and responds quickly to shifting opportunities and risks Performs effectively amidst continuous change, ambiguity and, at times, apparent chaos Creates an environment of energy and enthusiasm, despite high demands or difficult workloads Provides support systems (e.g., retraining programs) to deal with the unanticipated and challenging results of change activities Provides awareness and change training to respond to evolving awareness of cultural safety needs across diverse groups. Provides guidance on incorporating sex and gender based analysis (SGBA+) across organization and services Anticipates risks and uncertainties, making plans to manage them Defines the objectives of organization-wide change processes and establishes guidelines that ensure transparency, accountability, risk control and crisis management during the change process

