

BEHAVIOURAL COMPETENCIES

for Canada's Substance
Use Workforce v. 2

SELF-MANAGEMENT



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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SELF-MANAGEMENT

Appropriately manage one's emotions and strong feelings; maintain a calm and respectful composure under a broad range of challenging circumstances; and think clearly and stay focused under pressure. Encompasses self-regulation and mindfulness.

	1 = Foundational	2 = Developing	3 = Proficient	4 = Advanced
EXAMPLES	<ol style="list-style-type: none"> 1. Describes how own emotions and feelings impact what is said, done and thought 2. Acknowledges own personal triggers and how and where one's values, opinions and unconscious biases could impact perceptions and interactions 3. Remains respectful of self and others from a diversity of backgrounds 4. Uses stress management techniques and outlets, and works towards developing and honing personal resilience skills 5. Acts consistently within professional and personal boundaries 6. Develops personal coping strategies to maintain a positive and calm demeanor and approach in difficult circumstances 7. Recognizes when to remove self or others from a challenging situation and when to seek assistance 8. Seeks out and uses supervision appropriately and as needed 	<ol style="list-style-type: none"> 1. Responds in a calm, professional manner in varied situations 2. Uses self-monitoring skills and emotional intelligence to check personal and situational triggers and biases early, and acts to overcome these to achieve positive outcomes for self and others 3. Keeps issues and situations in perspective to act in a thought-out and composed manner 4. Practices self-reflection and stress management behaviours to mediate own stress response 	<ol style="list-style-type: none"> 1. Consistently practices positive self-management and professionalism 2. Coaches and guides others in honing their self-management skills and coping with difficult situations 3. Applies positive, strengths-based strategies to diffuse difficult situations 4. Routinely reflects on self-management challenges and strategies to identify opportunities for improvement 5. Continuously reflects on gender biases as they apply to work situation 6. Continuously works towards developing and honing personal resilience and emotional health in self and others 	<ol style="list-style-type: none"> 1. Models self-management to others in managing and de-escalating situations 2. Provides unconscious bias training 3. Implements and evaluates stress management and self-management programs 4. Promotes and creates an environment in which wellness, balance, cultural safety and a positive, respectful workplace are valued 5. Discusses individual behaviours and impacts with staff when they experience challenges in self-management