

## Decision-Making Framework

This guide provides a structured approach to assessing the severity of values-related issues among staff and suggested responses.

### Rapid Assessment

Rate from 1-5 (low to high concern) based on impact on:

Client service \_\_\_\_\_ Staff wellbeing \_\_\_\_\_  
Team function \_\_\_\_\_ Policy clarity \_\_\_\_\_  
Situation complexity \_\_\_\_\_ Legal/ethical risk \_\_\_\_\_

### Intervention Guide:

Concern Level	Appropriate Response
Low (5-10)	• Individual coaching • Informal mediation • Team discussion
Medium (11-17)	• Formal mediation • Clarify boundaries • Targeted training
High (18+)	• Formal intervention plan • Policy review • External support

## Modelling Best Practices

- Demonstrate curiosity rather than judgment
- Acknowledge validity of diverse viewpoints
- Address microaggressions directly but constructively
- Include multiple perspectives in decision-making
- Show vulnerability about your own learning
- Focus conversations on client needs and service quality
- Create psychological safety for discussing differences

Your response to values differences sets the tone for your team. Model the respect and professional focus you want to see in your staff.

## Effective Supervision Conversation

### Preparation:

- ☐ Review situation documentation
- ☐ Reflect on your own values
- ☐ Consider multiple perspectives
- ☐ Arrange uninterrupted time

### Key Questions:

- "Can you share your perspective on what's happening?"
- "How is this situation affecting your work?"
- "What do you need to work effectively in this context?"
- "What supports would help you navigate this situation?"
- "What specific actions can we agree on going forward?"

### Always include:

- Clear expectations
- Specific next steps and timeframes
- Follow-up plan

## Policy Essentials Checklist

- ☐ Clearly defined shared organizational values
- ☐ Framework for consistent service approaches
- ☐ Separating personal values and work conduct
- ☐ Clear process for addressing values conflicts
- ☐ Accommodation and referral protocols
- ☐ Staff supports and resources

## Implementation Must-Haves

- ☐ Staff training on policies
- ☐ Supervision integration
- ☐ Documentation system
- ☐ Regular evaluation