

BUILDING A TRUST-BASED RELATIONSHIP Interpretive Guide

INDIGENOUS RELATIONS BEHAVIOURAL COMPETENCIES

BUILDING A TRUST-BASED RELATIONSHIP requires a fundamental understanding that "relationship" is the foundation from which all activities happen and that building a good relationship takes time and commitment. It is a willingness to build a personal relationship in addition to a professional one, participating in open exchanges of experiences and culture. It requires a genuine, non-controlling approach and relies upon demonstrated integrity and transparency. Building a trust-based relationship requires a high level of consciousness of the experience of Indigenous people with Crown relations. It assumes that strengths abound in Indigenous people, cultures, and communities.

BEFORE AND DURING THE INTERVIEW

- Review both "ready" and "not ready" behaviours. See the Indigenous Relations Behavioural Competency dictionary for the entire list. Select behaviours critical to success. The candidate may demonstrate other valid "ready" and/or "not ready" behaviours not listed.
- Avoid listening only for key words. Listen to the full story, depth, and quality of the example, and consider everything you hear, see, and notice during the interview.

AFTER THE INTERVIEW

- Did they demonstrate openness and curiosity when providing examples?
- Did the candidate show their understanding and competence at the required readiness level?
- If the candidate does not have direct experience working with Indigenous people, are the thinking, attitude, and behaviours demonstrated translatable to working effectively with Indigenous people? Imagine the candidate actually carrying out the duties of the position and interacting with (and/or supporting) Indigenous people, communities, governments and organizations. When you listen to what the candidate is telling you, does it give you confidence the candidate will work with the respect needed to be ready?
- Use the Interpretive Wheel to evaluate the response and assign a numerical score.

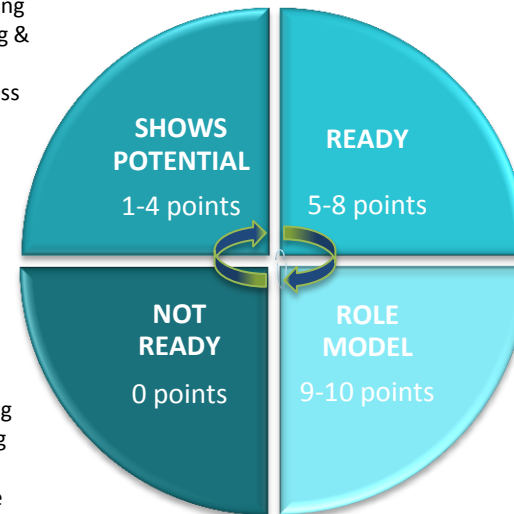
DID the candidate demonstrate...?

Some examples of READY thinking, approach, and behaviours	Some examples of NOT READY thinking, approach, and behaviours
<i>Goes without agenda to the person, community, or organization to listen and understand their experience</i>	<i>Engages in transactions to the exclusion of relationship building</i>
<i>Willing to adjust behaviour or approach in the interest of building a relationship</i>	<i>Overlooks or discounts opinions and ideas of Indigenous people</i>
<i>Makes a conscious effort to establish and build rapport, incl. discussion about current events, family, etc.</i>	<i>Sticks to the agenda, when a deviation would serve and strengthen the relationship</i>
<i>Demonstrates valuing Indigenous and Western knowledge equally</i>	<i>Dominates conversations or does not allow for silence</i>
<i>Shares information honestly and openly</i>	<i>Does not communicate regularly and openly</i>
<i>Initiates opportunities to improve the longer-term working relationship, such as introducing Indigenous people to trusted others who can provide useful information or services</i>	<i>Focuses on short-term results without considering long-term impact upon the relationship</i>
<i>Nurtures the relationship despite differences in opinion or other conflicting situations</i>	<i>Reluctant to participate in Indigenous community and/or cultural activities</i>
<i>Other:</i>	<i>Other:</i>

Some **READY** behaviours
Partial understanding of required thinking & behaviours
Attitude of openness & curiosity
Could be effective with development support

Mostly **NOT READY** behaviours
At this time:
Lacks understanding of required thinking & behaviours
Little or no attitude of openness & curiosity

INTERPRETIVE WHEEL



READY behaviours only
Adequate understanding of required thinking & behaviours
Attitude of openness & curiosity

READY behaviours only
Advanced understanding of required thinking & behaviours
Demonstrates and encourages openness & curiosity in others
Presents as a credible champion