

INDIGENOUS CENTERED SERVICE APPROACH Interpretive Guide

INDIGENOUS RELATIONS BEHAVIOURAL COMPETENCIES

INDIGENOUS CENTRED SERVICE APPROACH is a desire to serve Indigenous people, focusing one's efforts on understanding their interests in order to increase the quality of the service and produce better outcomes. It implies a willingness to support Indigenous people in determining their own future. It involves demonstrating a welcoming demeanour, an attitude of helpful curiosity and a willingness to enter into the interaction or relationship without judgment or stereotyping. It means being open-minded and flexible in one's attitudes toward people who are different from oneself and showing respect for the differences. It includes experiencing Indigenous people as strong, vital, and important to the functioning of British Columbia. Implicit in this is the knowledge that one is responsible for the image and effectiveness of the public service.

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.

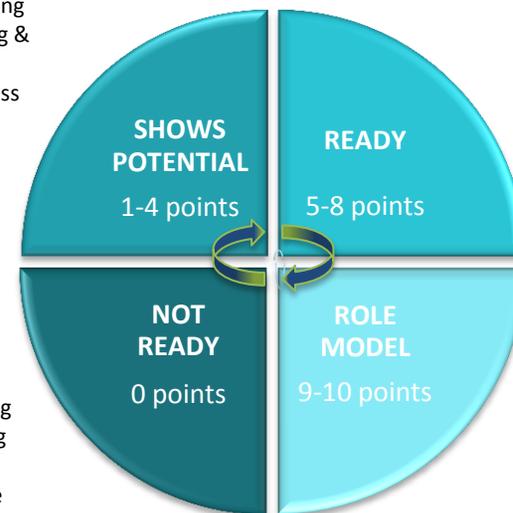
DID the candidate demonstrate...?

Some examples of READY thinking, approach, and behaviours	Some examples of NOT READY thinking, approach, and behaviours
<i>Demonstrates availability, curiosity and willingness to address questions or concerns</i>	<i>Actions towards customers reflect attitude of blame or judgement for the problem or situation</i>
<i>Provides respectful service that reflects an understanding of differences in culture and history (unique responses for unique customers)</i>	<i>Works in a way that is easy and comfortable for the service provider rather than for Indigenous people</i>
<i>Seeks to first understand what the customer values and then determines best process and direction</i>	<i>Jumps to resolution without fully engaging with the customer</i>
<i>Challenges oneself to objectivity and equality in service</i>	<i>Does not seek to understand the needs of the population to be served</i>
<i>Empowers Indigenous people by shifting idea of the public service employee in power to an approach of equal partnering</i>	<i>Uses standard response in every situation because that's the job</i>
<i>Other:</i>	<i>Does everything for the customer, perpetuating dependency</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