TAY RIVER Health Centre

CBCF Framework

Collaboration • Boundaries • Communication • Feedback

COLLABORATION

1. Non-judgment & compassion: Approach one another with honesty, patience, and compassion, not judgment.

2. Shared goal: Everyone works together in unison toward the same common purpose.

3. Psychological safety: Team members feel safe and approachable when sharing opinions.

4. Reliability: Team members can count on one another to follow through.

5. Judge the behaviour, not the person: Address actions or behaviours, without criticizing someone's character.

BOUNDARIES

1. Respect time off: Distinguish clearly between work hours and personal time off.

2. Saying no appropriately: Decline tasks that are out of scope or role when needed.

3. Professional friendliness: Keep communication warm but professional at all times.

4. Respect schedules & triage: Honor each other's schedules when triaging tasks and communication.

5. Compassionate boundaries: Hold personal boundaries while staying compassionate to others' needs.

COMMUNICATION

1. Have the conversation: Address issues directly rather than avoiding the discussion.

2. Active listening: Truly listen to understand, not just to respond.

3. Non-reactionary: Respond thoughtfully rather than reacting in the moment.

4. Right setting & timing: Choose an appropriate time and place for the conversation.

5. Close the loop: Follow up to confirm the conversation reached resolution.

FEEDBACK

1. Constructive & specific: Feedback should be constructive, specific, and measurable, not vague.

2. Timing & feelings: Deliver feedback at the right time, respecting the recipient's feelings.

3. Positive feedback matters: Recognize good work too; feedback isn't only corrective.

4. Respect for candor: Value honest, direct feedback delivered with genuine care for the person.

5. Private criticism, public praise: Correct privately; celebrate wins in front of others.