Manage self and coordination centres in a CDEM context

1XXXXX

Kaupae | Level	6
Whiwhinga | Credit	10
Whāinga | Purpose	This skill standard is for people actively involved in CDEM who have existing leadership experience and require preparation for response leadership. People credited with this skill standard will be able to critically evaluate self-management and leadership in response, plan key actions to lead a coordination centre and lead the achievement of critical outcomes in response environments.
Whakaakoranga me mātua oti | Pre-requisites	Level 5 leadership standards or equivalent leadership knowledge and skill. Skill standard ## Describe treaty partnership and apply tikanga within the CDEM sector in a rohe.

Hua o te ako me Paearu aromatawai | Learning outcomes and assessment criteria

Hua o te ako | Learning outcomes	Paearu aromatawai | Assessment criteria
1. Critically evaluate self-management and leadership in CDEM response.	a. Describe strengths and limitations in managing high-pressure emergencies.
	b. Critically evaluate how emotional responses affect decision-making, team dynamics, and leadership effectiveness.
	c. Critically reflect on personal self-management strategies for effective leadership and resilience in emergency contexts.
2. Plan key actions to lead a high functioning coordination centre.	a. Explain key responsibilities of a leader across the phases of a response
	b. Identify planning tools relevant to coordination centre activities.
	c. Plan key actions and strategies to set the culture of a coordination centre.
3. Lead the achievement of critical outcomes in CDEM response environments.	a. Lead the implementation of a plan to achieve specific response objectives.
	b. Define and implement an operational culture within a coordination centre.
	c. Respond to evolving situations and obstacles.

	d. Conduct a critical evaluation of the response plan's success.

Pārongo aromatawai me te taumata paearu | Assessment information and grade criteria

Assessment specifications:

Assessment may occur in simulated contexts.

Ngā momo whiwhinga | *Grades available*

Achieved

Ihirangi waitohu | Indicative content

Understanding Self in Emergency Response.

- Self-awareness techniques: personal emotional responses, reflective practice, stress management, adaptability, psychological resilience.
- Personal performance evaluation: self-reflection, identifying bias, problems-solving techniques.
- Crisis management: creating order in chaos.
- Managing teams in high-pressure environments.
- Team dynamics in emergency response: understanding group behaviour, conflict management.
- Leadership strategies: delegation, task prioritisation.
- Team morale: creating fast trust, challenging conversations, approachability, giving and receiving feedback.
- Planning tools.

Operational culture.

- Operational standards for performance.
- Safety and teamwork within the coordination centre.
- Tikanga as part of ensuring the wellbeing, safety and spiritual aspects of kaimahi: karakaia and waiata.
- Daily review meetings that enable an effective work environment.
- Leadership challenges and strategies to manage people within the coordination centre.
- Feedback mechanisms to improve operational culture.

Achieving Critical Outcomes in Responses.

- Outcome-driven leadership: definition and communications of goals.
- Coordination with external agencies.
- Post-incident evaluation: techniques for reviewing response efforts, lessons identified, and proposing strategies for improvement.

Rauemi | Resources

Where the resources have been updated, please refer to the latest version.

- New Zealand Government. (2019). Coordinated Incident Management System (CIMS) (3rd ed.). https://www.civildefence.govt.nz/resources/coordinated-incident-management-system-cims-third-edition

Pārongo Whakaū Kounga | Quality assurance information

Ngā rōpū whakatau-paerewa | Standard Setting Body	Toitū te Waiora Community, Health, Education, and Social Services Workforce Development Council.
Whakaritenga Rārangi Paetae Aromatawai | DASS classification	Community and Social Services > Civil Defence Emergency Management > Comprehensive Emergency Management
Ko te tohutoro ki ngā Whakaritenga i te Whakamanatanga me te Whakaōritenga | CMR	0223

Hātepe | Process	Putanga | Version	Rā whakaputa | Review Date	Rā whakamutunga mō te aromatawai | Last date for assessment
Rēhitatanga | Registration	1	31 December 2029	N/A
Kōrero whakakapinga | Replacement information	N/A		
Rā arotake | Planned review date	31 December 2029		

Please contact Toitū te Waiora Community, Health, Education, and Social Services Workforce Development Council at qualifications@toitutewaiora.nz to suggest changes to the content of this skill standard.