

Competencies	Indicators Attitude/skills/knowledge	Score	Average score
1. Values + Ethics	Being non-judgemental	☆☆☆☆☆	☆☆☆☆☆
	Being respectful	☆☆☆☆☆	
	Raising social awareness	☆☆☆☆☆	
	Following good practice guidelines	☆☆☆☆☆	
2. Identify + attitude + multiperspective approach	Being aware of the own role	☆☆☆☆☆	☆☆☆☆☆
	Being self-aware	☆☆☆☆☆	
	Being non-judgemental	☆☆☆☆☆	
	Being open minded, knowing each other's frame of reference	☆☆☆☆☆	
3. Service user centred approach	To focus on (other) service users	☆☆☆☆☆	☆☆☆☆☆
	Being respectful	☆☆☆☆☆	
	To listen actively	☆☆☆☆☆	
	Being flexible	☆☆☆☆☆	
4. Effective communication	Having a holistic overview	☆☆☆☆☆	☆☆☆☆☆
	To listen actively	☆☆☆☆☆	
	Using simple language	☆☆☆☆☆	
	Having an open and honest dialogue	☆☆☆☆☆	
5. Health promotion + prevention	Having the attitude of embedding health prevention and health promotion	☆☆☆☆☆	☆☆☆☆☆
	To be able to inform or to educate about, risks, health life and lifestyle	☆☆☆☆☆	
	Facilitating self-management	☆☆☆☆☆	
	Improving health literacy	☆☆☆☆☆	
	Tackling health and social inequalities	☆☆☆☆☆	

6. Empowerment + promoting recovery	Identifying people's needs and strengths	☆☆☆☆☆	☆☆☆☆☆
	Promoting independence and self-management	☆☆☆☆☆	
	Being able to generate hope	☆☆☆☆☆	
	Focusing on and embedding strengths and capacities	☆☆☆☆☆	
7. Collaborative shared decision making	Being a team player	☆☆☆☆☆	☆☆☆☆☆
	Being self-aware in collaboration	☆☆☆☆☆	
	Being able to make decisions in collaboration	☆☆☆☆☆	
	Being assertive	☆☆☆☆☆	
8. Positive risk taking	Being able to make an actual risk assessment	☆☆☆☆☆	☆☆☆☆☆
	Being able to ensure security and control	☆☆☆☆☆	
	Being able to generate alternative solutions in collaboration with the person and his/her context	☆☆☆☆☆	
	Being respectful	☆☆☆☆☆	
9. Diversity + cultural sensitivity + advocacy	Being self-aware	☆☆☆☆☆	☆☆☆☆☆
	Being openminded, knowing each other's frame of reference	☆☆☆☆☆	
	Challenging inequalities & equities	☆☆☆☆☆	
	Promoting advocacy	☆☆☆☆☆	

10.Reflection + development	Being self-aware	☆☆☆☆☆	☆☆☆☆☆
	To evaluate the service user's/ individual's welfare and the entire treatment in collaboration	☆☆☆☆☆	
	Continuous personal development and learning	☆☆☆☆☆	
	Being able to reflect continuously	☆☆☆☆☆	
	To be aware of / To raise awareness of new developments in practice	☆☆☆☆☆	
11.Role understanding + responsibilities	Being aware of the own role	☆☆☆☆☆	☆☆☆☆☆
	Being aware and understand the role of the others	☆☆☆☆☆	
12.Being able to utilize your life experience	To provide service users, the caregivers and professionals opportunities to express their experiences, which gives a better understanding for all parties and reduces tokenism	☆☆☆☆☆	☆☆☆☆☆
	To systematically use the (other) service user's experience	☆☆☆☆☆	
	To be able to adjust the healthcare system so that you can appeal the service users and caregivers	☆☆☆☆☆	
	To be able to take or create the opportunity to move into peer leader roles	☆☆☆☆☆	

Spiderweb diagram

