

*Listening to Others*

To actively attend to and convey an understanding of the comments and questions of others through:

- providing opportunities for others to speak;
- listening to obtain additional information or further instructions;
- listening attentively for the messages being conveyed; and
- recalling key points and taking them into account in one's own communications.

*Communicating in Writing*

To communicate ideas and information in writing in a way that ensures that the messages are understood by others through:

- preparing written responses to structured formats such as standard forms, memos or letters;
- presenting written information in a clear and concise way;
- adapting the content and style of written communication for the audience; and
- writing in a compelling manner which holds the reader's attention.

*Communicating in One's Second or Third Official Language*

To communicate in English, Spanish and French at an appropriate level, as the need arises, by:

- reading documents such as forms, memos, letters and reports;
- producing and/or translating written documents such as memos, letters and reports; and
- acting as interpreter.

**Interpersonal Competencies**

*Respecting Others*

To develop and maintain smooth, cooperative working relationships by:

- showing consideration, concern and respect for others;
- actively trying to understand their thoughts, concerns or feelings even when these are unexpressed or poorly expressed;
- demonstrating interest in others' opinions; and
- being sympathetic to and tolerant of differing needs and viewpoints.