

Thinking Competencies

Analyzing Problems

To systematically analyze problems, identify key issues and draw logical conclusions by:

- breaking problems into constituent parts and differentiating key elements from the irrelevant or trivial;
- making accurate use of logic;
- organizing the elements of a situation and making systematic comparisons of different features or aspects; and
- drawing sound inferences from available information.

Applying One's Cognitive Capability

To apply one's maximum capability to deal with information of increasing complexity by:

- identifying points or issues which are relevant to the topic or situation;
- linking two or more related points or issues to reach a conclusion or decision;
- identifying cause-effect relationships which predict consequences and future courses of events; and
- identifying interconnections between two or more cause-effect relationships which create a hypothesis or model to account for several aspects of a situation or event.

Committing to Action

To make rational, realistic and sound recommendations for action by:

- considering all the facts and alternatives available;
- making decisions based on limited information when necessary;
- reaching sound conclusions based on consideration of the situation, the issues and the persons involved; and
- committing to actions in a timely fashion.

Communication Competencies

Communicating Orally

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

- using business appropriate language which is free of distracting colloquialisms and offensive language;
- presenting information in a clear and concise way; and
- adapting the content and style of communication for the audience.