

*Working Within the System*

To advise on local methods, practices, policies, rules, regulations and laws appropriately through:

- making recommendations on how to use these as tools to achieve intended results.

*Working with Computer Technology*

To use computer technology to ensure a high level of efficiency in accomplishing work by:

- using computer software applications appropriate to the job function such as word processing, graphics, Lotus Notes®, e-mail, Internet resources, etc.

*Influencing*

To gain support and buy-in from others by:

- actively attempting to persuade, convince or impress others;
- targetting efforts towards the decision makers in a given situation;
- asserting one's viewpoint in a way that results in acceptance, agreement or behaviour change; and
- influencing individuals in the absence of direct authority.

*Handling Situations with Diplomacy*

To maintain positive relationships by:

- establishing and sustaining good relationships early-on with people at all levels;
- creating an atmosphere that puts everyone at ease;
- promoting harmony and consensus; and
- tactfully reconciling disagreements to avoid potential conflicts.

**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.