

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;
- adapting the content and style of communication for the audience; and
- speaking in a compelling manner which holds the attention of others, both in group and one-on-one situations.

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 readers attention.