

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 those that are 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 an hypothesis or model to account for several aspects of a situation or event.

Identifying the Links

To recognize patterns, trends or causes of events and develop explanations for these situations by:

- identifying connections between situations that are not obviously related.