

*Using Business Acumen*

To promote long-term business success by:

- identifying critical success factors in different situations;
- taking into consideration the impact of external factors on organizations, such as demands, marketplace forces and concerns of the general public before counselling customers; and
- learning from experience and applying these lessons to making support for customers more viable.

*Using Financial Information*

To understand and apply financial data in a way which furthers your goals by:

- understanding the meaning and implication of key financial performance measures; and
- using financial information and other analytical tools to evaluate threats and opportunities for customers.

*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, work-related 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.

*Negotiating Winning Solutions*

To create mutually acceptable solutions by:

- actively trying to understand the positions of others;
- persuading others to review their demands or change their original position;
- assuring all parties that a fair solution will be attained; and
- identifying options that are superior to the original ones held.