

Appendix B: Definitions of Qualifications

ADVOCATE AND COMMUNICATE (orally and in writing)

Focus on the performance expectations described for the level of the officer being appraised. Also note deficiencies in any skills or abilities described under lower levels.

- FS 1**
- Expresses himself or herself clearly, concisely and effectively.
 - Asks appropriate questions to ensure mutual understanding.
 - Chooses appropriate medium for messages.

 - Presents ideas persuasively, clearly and concisely in a range of situations.
 - Listens attentively, conveying an understanding of comments and views.
 - Advocates Canadian objectives and viewpoints.
- FS 2**
- Adapts the content and style of the communication for different audiences.
 - Effectively handles questioning by the public, media, interest groups and officials.
 - Negotiates effectively.

 - Provides answers that reflect an awareness of the sensitivities and interests of stakeholders.
 - Capitalizes on existing and new communication methods and tools to ensure effective internal and external communication.
- EX 1-5**
- Promotes the Department's messages and services to clients and subordinates in a purposeful and timely manner that gains and sustains their support.
 - Promotes dialogue and feedback throughout the Department.
 - Through personal example, clearly and compellingly relates a future state and direction for the organization which generates enthusiasm and commitment at all levels.