

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;
- assisting in the preparation of speeches, news releases, bulletins, written reports and articles for publication;
- 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.

Communicating in One's Second or Third Official Language

To communicate in one's second or third official language at an appropriate level (as the need arises) by:

- reading documents such as forms, memos, letters and reports;
- producing and/or translating documents such as memos, letters and reports; and
- listening and speaking to others.

Interpersonal Competencies

Respecting Others

To develop and maintain smooth, cooperative working relationships by:

- showing consideration, concern and respect for others;
- actively trying to understand their thoughts, concerns or feelings even when these are unexpressed or poorly expressed;
- demonstrating interest in others' opinions; and
- being sympathetic to and tolerant of differing needs and viewpoints.