COMMUNICATION COMPETENCIES

Description: the ability to connect with others in conversation or in writing when working together, to help collaborate, cooperate and problem solve with colleagues, using appropriate technical language and vocabulary.

Main task	Be able to	Understand
Day-to-day communication skills	1. establish a connection with others quickly and effectively, and make a good first impression 2. communicate a consistent message about you and your work, including your non-verbal signals 3. ask for help when you need it 4. develop a positive attitude to learning and seek out ways to learn from others 5. recognise that all people have different approaches in how they deal with others, and adapt your behaviour to accommodate this where possible and appropriate 6. maintain confidentiality of sensitive information in line with organisational procedures and data protection requirements	1. key technical language and vocabulary for your part of the industry 2. how and when to ask questions to improve the way you work 3. how to react appropriately and deal with negative comments 4. how body language can influence your communications with others 5. how to listen attentively and use active listening techniques 6. how important it is to recognise and respect appropriate boundaries in your relationships with others 7. how to recognise, learn about and respect the differences between people from different cultures or backgrounds
Communicate effectively with colleagues, partners and suppliers/freelancers	1. build relationships and communicate regularly with the people in your own department and in other departments 2. communicate with others in ways (such as active listening) that encourage mutual support and trust 3. communicate effectively and present information, your requirements and your concerns clearly and at the appropriate time 4. use appropriate approaches to help you work effectively with people you find it difficult to agree with 5. show sensitivity to internal and external politics and recognise and respect the roles, responsibilities, and priorities of others 6. demonstrate maturity in deciding when to use reporting channels to senior colleagues	1. when and how to best communicate with others, including differences between face-to-face, Zoom and e-mail 2. communication channels and approval routes where you work and why these are important 3. how to get your own point of view across even when communicating with more senior or experienced colleagues 4. how to communicate effectively with colleagues and suppliers in different situations, different locations and countries and to find out what information they need to know 5. why it is important to recognise and respect the roles, responsibilities, needs, motivations, interests and concerns of colleagues, partner organisations and suppliers

Advanced: communicate effectively with clients or customers	1. behave ethically in your dealings with clients or customers and develop relationships that demonstrate trust, commitment, and cooperation 2. build a connection and communicate in a professional, timely, patient, and appropriate manner with clients 3. keep records of expectations, conversations and agreed actions. 4. make realistic promises, deliver promised actions to the agreed time and quality and communicate this to clients or customers 5. anticipate and proactively communicate unavoidable changes in agreements to clients or customers 6. use feedback from clients or customers to maintain the quality and consistency of your service 7. deal proactively with clients' or customers' complaints or problems. 8. feedback to others inside and outside your team on aspects of relationships that may be relevant to them	1. the advantages and disadvantages of different ways of communicating with people, and how to communicate clearly both verbally and in writing 2. how to positively communicate necessary changes to agreements, services or products 3. the importance of clear and timely communication at all times to meet client and customers' expectations
Advanced: present ideas and information to others	1. deliver oral presentations in a coherent, clear, confident, and interesting manner 2. make sure your key points can be clearly understood by your audience 3. use language which clearly conveys the topic, and which is appropriate to the audience 4. use suitable visual aids for your presentations to enhance your audience's understanding of the points you are making 5. keep to time, length or other constraints from the audience 6. gauge audience reactions during presentations and adapt accordingly 7. give your audience the opportunity to find out further information or ask questions about the information you have presented 8. respond carefully to questions, making sure you provide the information the audience is asking for	1. how to pull together and structure ideas and information to persuade and best get your point across 2. why it is important to establish a relationship with the audience, when possible 3. the advantages and disadvantages of different ways of presenting ideas and information, including using visual aids 4. how to summarise important features and key points effectively in both a written and oral format 5. the effect your tone of voice, pace, volume and body language can have on your audience and their understanding of your key points during oral presentations

Also see: Team working; Negotiating; Networking; Problem Solving