

Regulatory Competencies

Conduct Competency: Communication

Description: The ability to convey information in a clear, timely and effective manner both by written and verbal means and to understand others who communicate with you.

Knowledge (K), Skills (S), Behaviour (B)

Can demonstrate the ability to communicate ideas and information, in an effective way, in face to face discussions; in writing (both letter and email); and on the telephone. (S) (B)

Demonstrates timely communication (B)

Verifies that the recipient is prepared to receive information

Confirms that information conveyed was received and accurately understood

Listens actively and objectively without interrupting.

Checks own understanding of other's communication (e.g. repeats or paraphrases, asks additional questions).

Adapts content, style, tone and media of communication to suit the target audience including cultural considerations and to promote dialogue.

Maintains open lines of communication with management, stakeholders, and colleagues

Communicates complex issues clearly and credibly with diverse audiences.

Delivers difficult or unpopular messages with clarity, tact and diplomacy.

When faced with opposition or obstruction, can accurately assess root causes of behaviour and adapt style of communication to achieve best possible result

Persons to whom this applies:

All staff