

Regulatory Competencies

Conduct Competency: Communications

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.

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.

Demonstrates timely communication

Can identify the most appropriate medium for different communications to different audiences and adapt style to suit

Provides examples of sharing information in a positive way, and seeks to understand others with whom communicating

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

Develops communication skills in others both by example and direct intervention

Persons to whom this applies:

All staff