

**Core Competency 5:
Communicate effectively, internally and externally**

Description:

Engage in written and oral communication that is clear, unambiguous, transparent, and consistent with the organizational vision, mission, and values.

Rationale:

This competency is actually a fundamental component of each of the other twenty-one competencies. It includes effectively using all available means of communication (e.g., oral, written, electronic) to manage people, make decisions, and collect and disseminate information in a way that is appropriate, unambiguous, and mutually beneficial.

Requires knowledge of:	Requires skills in:	Requires ability to:
What form of communication is most appropriate for the circumstances	Analyzing situations accurately Considering situations from other people’s perspective Knowing your audience	Be flexible Empathize
How communication can improve decision-making	Establishing effective two-way communications Gathering and analyzing input Applying feedback to the decision-making process	Encourage and use constructive feedback Analyze and synthesize
The mechanics of oral, written, and technological communication	Interpersonal communication (both verbal and nonverbal) Using proper language and etiquette in emails, text messages, and on the telephone Writing in a clear, concise manner that avoids mechanical errors Reviewing reports, policies, etc. to assure that they communicate effectively Stimulating two-way dialogue	Be a good, non-evaluative listener Demonstrate impartiality Be empathic Maintain enthusiasm and a positive attitude