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| **Unique Identifier (UI Code)** | IPS-02C |
| **Categories (Tags) – separate with commas if multiple** | Interpersonal Skills, Communication, Common Core |
| **Competency Title (short name)** | **Communicate Effectively with Others** |
| **Competency Statement** | Communicate effectively with others according to role and workplace requirements. |
| **Performance Criteria** | * Respond to instructions and enquiries using active listening and questioning methods and the appropriate communication tools * Use inclusive language and communication styles with others * Use verbal and non-verbal communication methods according to task and workplace communication protocols * Complete required documentation according to workplace procedures * Report any concerns or communication issues beyond own control to appropriate personnel according to workplace procedures |
| **Supporting Skills and Knowledge** | **Knowledge:**   * Active listening and questioning methods * Suitable verbal and non-verbal communication methods * Workplace policies and procedures related to communication   **Supporting Skills:**   * Emotional intelligence and awareness of self and others * Ability to interpret other people’s nonverbal cues * Listening and questioning skills |
| **Key Terms/Definitions Required** | **appropriate personnel**   * People within or external to an organization that need to be notified or updated, according to the policies and procedures dictated by the workplace or an external body.   **inclusive language and communication styles**   * Verbal word choice, tone, and non-verbal gestures and cues that respect others’ diverse backgrounds and do not reflect stereotypes or discriminatory views of people or groups, whether intentionally or inadvertently.   **workplace communication protocols**   * Policies and procedures about communicating in a specific workplace. These may include guidance on use of language as well as observing a specific chain of command when communicating, as well as policies on personal communication during work hours. |
| **Context/Examples** | * Effective communication is critical in all work environments. Styles of communication, language use, and levels of formality may vary by work environment, organization, and industry. * Working remotely increases the need to communicate electronically as well as requiring a greater use of written communication through emails, text, and chat while in remote meetings. These combined with a decrease in non-verbal communication increase the need for clarity, especially when writing. |
| **Learning Content/Links** | * Link to training on communication * Link to workplace policies and procedures |
| **Assessment Methods** | * Direct observation of candidate communication with others * Review of electronic communication for language and style |