

# COMMUNICATIONS

## DEFINITION

## EXAMPLE

### WRITTEN

Using language appropriately— using correct grammar and punctuation; using a format and terminology appropriate to the topic and audience.

Individuals craft messages that are well-written, well-organized and grammatically correct.

### VERBAL

Delivering clear messages— conveying messages logically, succinctly, and at the right pace; not digressing; maintaining command of the message.

Individuals are able to ensure understanding—check the audience’s understanding; present messages in different ways to enhance their understanding.

### LISTEN

Seeking others’ input and attending to their communication; asking clarifying questions and summarizing what others have communicated to check own understanding; correctly interpreting messages and responding appropriately.

Good listeners hold eye contact, nod appropriately, maintain good posture and show genuine interest in what the individual is saying.  
Good listeners allow the other person to complete their thought prior to speaking or interrupting.  
Good listeners display curiosity by asking questions.

### NON-VERBAL

Utilizing nonverbal cues to create shared meaning in the workplace through positive body language, posture, and/or eye contact.

Employees convey a professional presence—exhibit a presence that commands attention and respect; demonstrate an air of self-confidence.

### EQ- EMOTIONAL INTELLIGENCE

Perceiving, understanding and managing one’s own feelings and emotions through self-awareness, self-regulation, self-motivation, empathy and social skills.

Individuals with a higher EQ demonstrate a greater ability to self-regulate, and higher levels of motivation. This can, in turn, make them punctual, self-confident, and enable them to focus on achieving longterm goals.

### SI-SOCIAL INTELLIGENCE

Getting along with others and helping them to cooperate with you. The capacity to know oneself and to know others. It’s an aggregated measure of self and social awareness, evolved social beliefs and attitudes, and a capacity and appetite to manage complex social change.

Individuals know when to talk or listen, what to say, and what to do. They demonstrate presence, clarity, awareness, authenticity and empathy.