Communication

Definition *– communicates effectively, both verbally and in writing. Uses listening and questioning techniques to make sure that they and others understand what is going on and can effectively transfer ideas and information.*

Some positive behaviours and characteristics of good communicator

• Contributes to, leads and records meetings.

• Exchanges complex information or advice verbally or in writing.

• Plans and delivers presentations.

• Listens, asks open questions and summarises the conversation to check understanding.

• Recognises obvious concerns and objections.

• Influences decisions by using a series of logical steps, establishing agreement as each stage.

• Clearly communicates decisions and the reasons behind them.

• Changes the style of communication to meet the needs of the audience.

• Produces well-structured reports and written summaries.

• Resolves conflicts, negotiates solutions, creates and maintains effective productive relationships.

• Uses non-verbal communication, body language and expressions carefully and appropriately.

• Debates differences in opinion or challenges in an effective but non threatening way.

Your evidence

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