5. Communication: Giving full attention to what others are saying, and communicating in English well enough to be understood by others.

Listening
- Receive, attend to, interpret, understand, and respond to verbal messages and other cues
- Pick out important information in communications
- Understand complex instructions
- Acknowledge feelings and concerns of communications

Communication
- Express relevant information appropriately to individuals or groups taking into account the audience and the nature of the information (e.g., technical or controversial)
- Communicate clearly and confidently
- Communicate using common English conventions including proper grammar, tone, and pace
- Track listener responses and react appropriately to those responses
- When possible, effectively use eye contact and non-verbal expression

Two-way communication
- Practice meaningful two-way communication (i.e., communicate clearly, pay close attention and seek to understand others, and clarify information)
- Be able to demonstrate good listening by summarizing or repeating communication back to other speakers
- As appropriate, effectively use eye contact, posture, and other nonverbal cues
- Be able to effectively answer questions of others or communicate an inability to do so and suggest other sources of answers

Persuasion/influence
- Persuasively present thoughts and ideas
- Gain commitment and ensure support for proposed ideas

Tier 3 – Workplace Competencies

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1. Teamwork: Working cooperatively with others to complete work assignments.

Acknowledging team membership and role

- Accept membership in the team
- Identify the roles of each team member
- Show loyalty to the team
- Determine when to be a leader and when to be a follower depending on what is needed to achieve the team's goals and objectives
- Encourage others to express their ideas and opinions
- Identify and draw upon team members' strengths and weaknesses to achieve results
- Learn from other team members

Establishing productive relationships

- Develop constructive and cooperative working relationships with others
- Exhibit tact and diplomacy and strive to build consensus
- Show sensitivity to the thoughts and opinions of other team members
- Deliver constructive criticism and voice objections to others' ideas and opinions in a supportive, non-accusatory manner
- Cooperate with others and contribute to the group's effort
- Respond appropriately to positive and negative feedback

Identifying with the team and its goals

- Identify the goals, norms, values, and customs of the team
- Use a group approach to identify problems and develop solutions based on group consensus
- Effectively communicate with all members of the group or team to achieve goals and objectives
- Participate on virtual teams and use tools for virtual collaboration

Resolving conflicts

- Bring others together to reconcile differences
- Handle conflicts maturely by exercising "give and take" to achieve positive results for all parties
- Reach formal or informal agreements that promote mutual goals and interests, and obtain commitment to those agreements from individuals or groups

2. Planning and Organizing: Planning and prioritizing work to manage time effectively and accomplish assigned tasks.

Planning
- Approach work in a methodical manner
- Plan and schedule tasks so that work is completed on time
- Keep track of details to ensure work is performed accurately and completely
- Work concurrently on several tasks
- Anticipate obstacles to project completion and develop contingency plans to address them
- Takes necessary corrective action when projects go off-track
- Apply lessons learned from previous tasks to more efficiently execute current tasks

Prioritizing
- Prioritize various competing tasks and perform them quickly and efficiently according to their urgency
- Find new ways of organizing work area or planning work to accomplish work more efficiently

Allocating resources
- Determine personnel and other resources required for achieving project deliverables
- Allocate time and resources effectively and coordinate efforts with all affected parties

Project Management
- Develop, communicate, and implement a plan for a project
- Develop a timeline for sequencing the activities of a project
- Keep track of time, resources, assignments, and deliverables
- Anticipate obstacles and develop contingency plans
- Document plans, assignments, changes, and deliverables
- Understand and plan for dependencies (step A must be completed before step B)
- Manage activities to meet plans and adjust plans and communicate changes as needed
- Keep all parties informed of progress and all relevant changes to project timelines
- Engage in parallel-processing to keep multiple tasks moving forward