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## COMMUNICATE EFFECTIVELY

You will need to communicate clearly in order to work effectively with others. This includes communicating clearly with colleagues at all levels in your organisation and with people external to your own organisation. You must identify and minimise any barriers to effective communication and convey information in a way that others will understand. You may also need to check your own understanding of information provided by others.

### **TO PERFORM EFFECTIVELY YOU NEED TO:**

- ensure verbal communication is clear and coherent
- ensure written communication is clear, well structured and professional
- listen effectively to gather information and understand other viewpoints
- check that information you have provided is understood and sufficient.

Achievement of this performance objective requires consistent performance over a period of time. Evidence of this may include validation from third parties, and may be demonstrated as part of carrying out other activities.

### **EXAMPLES OF RELEVANT ACTIVITIES INCLUDE:**

- chairing or actively participate in meetings
- exchanging information with colleagues and/or clients to support the achievement of work objectives
- making effective use of e-mail
- compiling written reports for management or clients
- delivering formal presentations to management or clients
- exchanging ideas and information, within appropriate boundaries of confidentiality, to develop supportive networks with other professionals.

These examples illustrate how you might demonstrate your performance. They are not obligatory – you may prefer to think of other ways that show how you perform effectively in this area.

### **LINKED EXAM PAPERS**

All examination syllabuses test a range of personal effectiveness skills, including communications skills.