

PROFESSIONAL COMMUNICATION SKILLS

CORE COMPETENCY	CONTEXT & DEFINITION	KEY BEST PRACTICES
Active Listening	Fully concentrating on the speaker, understanding the message, and responding thoughtfully.	<ul style="list-style-type: none">• Maintain neutral eye contact• Summarize to confirm clarity• Avoid interrupting
Verbal Clarity	Expressing ideas concisely and professionally without excessive jargon or filler words.	<ul style="list-style-type: none">• Be direct and "bottom-line"• Modulate tone for impact• Practice the "Pause" technique
Written Etiquette	Maintaining a professional standard in emails, reports, and instant messaging.	<ul style="list-style-type: none">• Use descriptive subject lines• Proofread for tone and grammar• Keep internal memos brief
Non-Verbal Cues	The unspoken communication conveyed through body language and facial expressions.	<ul style="list-style-type: none">• Adopt an open posture• Be mindful of micro-expressions• Respect personal physical space
Emotional Intel	Recognizing and managing your emotions while empathizing with colleagues.	<ul style="list-style-type: none">• Respond rather than react• Validate others' perspectives• Manage stress constructively