

## JobCITE EFFECTIVE COMMUNICATION

<b>Learning Outcome: Effective Communication</b>	
<b>Assignment:</b>	
<b>Performance Level</b>	<b>Description</b>
<b>Exemplary</b>	<ol style="list-style-type: none"> <li>1. Models inclusive communication and seeks continual feedback to verify effectiveness and areas for improvement. Practices active listening.</li> <li>2. Clearly identifies the purpose and focuses the communication on the purpose.</li> <li>3. Writes professional communications that are clear, concise, and grammatically correct, and free of spelling errors.</li> <li>4. Understands the audience and adjusts communication accordingly.</li> <li>5. Speaks with a clear voice and consistent greeting; being polite and provide quality customer service.</li> <li>6. Asks clarifying questions and paraphrase to ensure understanding.</li> </ol>
<b>Proficient</b>	<ol style="list-style-type: none"> <li>1. Uses appropriate communication methods that foster dialogue and productive outcomes.</li> <li>2. Clearly identifies the purpose and focuses the communication on the purpose.</li> <li>3. Communication is grammatically correct, demonstrates knowledge, and flows well. Limited errors.</li> <li>4. Understands the audience and adjusts communication most of the time.</li> <li>5. Polite and provides quality customer service.</li> <li>6. Asks questions to ensure understanding.</li> </ol>
<b>Competent</b>	<ol style="list-style-type: none"> <li>1. Verifies understanding of others' perspectives and considers impact of different communication methods.</li> <li>2. Identifies the purpose. Most of the communication is appropriate to the purpose.</li> <li>3. Communication is often grammatically correct, demonstrates knowledge, and flows well. Some errors.</li> <li>4. Sometimes understands the audience and adjusts communication accordingly.</li> <li>5. Provides good customer service.</li> <li>6. Open to feedback, but limits questions.</li> </ol>
<b>Needs Improvement</b>	<ol style="list-style-type: none"> <li>1. Recognizes the benefits and limitations of different communication methods.</li> <li>2. Understands the importance of listening and composing clear messages that include providing ideas and supporting information suitable to different audiences and purposes.</li> <li>3. Communication is often grammatically correct and demonstrates knowledge. Noticeable errors.</li> <li>4. Rarely understands the audience and does not adjust communication accordingly.</li> <li>5. Needs guidance on customer service.</li> <li>6. Limited questions and rarely open to feedback.</li> </ol>
<b>Inadequate</b>	<ol style="list-style-type: none"> <li>1. Does not exhibit appropriate communication skills for role.</li> <li>2. <b>Does not</b> understand the importance of listening and composing a clear message.</li> <li>3. Many grammatical errors. Uses language that sometimes impedes meaning because of errors in usage.</li> <li>4. Does not understand the audience and does not adjust communication accordingly.</li> <li>5. Rarely asks questions and is not open to feedback.</li> </ol>