

Function	Competency Area/Competency Definition	Actions Demonstrating Competency	Training Needed to Develop Competency
<p>Communication Skills</p>	<p>Government Writing: <i>Using correct English grammar, punctuation, and spelling; communicates information (for example, facts, ideas, or messages) in a succinct and organized manner; produces written information, which may include technical material, that is appropriate for the intended audience.</i></p> <p>Oral Communication: <i>Conveying information clearly, completely, and accurately.</i></p> <p>Presentation Skills: <i>Applies knowledge of an effective presentation; and recognizes, assesses, and addresses key factors to consider when making a presentation. Chooses topics and patterns for presentations; creates appropriate, attention-getting openings; closes presentations with impact and style; enhances presentations with audio-visual aids; and engages audience with effective body language.</i></p>	<p>The ability to draft short and concise talking points and background information for senior officials thorough enough for them to have a solid understanding of the information.</p> <p>Organizes information to be presented—Clarifies purpose and importance of information; follows a logical sequence in presenting information.</p> <p>Maintains audience attention —Keeps audience engaged through use of illustrations, voice inflections, and analogies.</p> <p>Adjusts to the audience —Frames message based on audience experience, background, and expectations; uses terms, examples, and analogies that are meaningful to the audience.</p> <p>Ensures understanding —Presents message in a way that ensures understanding.</p> <p>Adheres to accepted language conventions — Uses syntax, pace, volume, diction, and mechanics appropriate to the medium being used to communicate.</p>	<p>Don Swenholt “The Perfect Briefing Paper”</p> <p>Don Swenholt Presentation Skills</p>

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<p>Communication Skills</p>	<p>Language Proficiency: <i>Proficiency in the language of the respective country of responsibility sufficient to engage in meaningful and valuable communication.</i></p>	<p>The ability to converse intelligibly and understandably enough to build professional relationships and conduct meaningful business transactions.</p>	<p>ITA Language Training Course Offerings</p>