



## LEADERSHIP

**Skill: Plan, develop and conduct effective and efficient communications; prepare and communicate business reports to support stakeholder**

Level	Behavioral Examples
5-Expert	<p>Demonstrate a deep understanding of health center issues and prioritize needs</p> <p>Communicate persuasively with stakeholders in ways that help them embrace the need for taking specific actions to improve availability, accessibility, affordability and quality of health care services</p> <p>Develop and coach direct reports to demonstrate communication skills listed at the competent level</p> <p>Model meeting management skills and discipline and expect same for meetings managed by direct reports</p> <p>Establish environment and expectations where barriers to meeting deadlines are communicated promptly up the chain to the level that needs to know them and are resolved at the lowest possible level</p>
4-Skilled	<p>Lead workgroups to identify the key issues, collaborate with various stakeholders to prioritize the messaging and drive results</p> <p>Educate decision makers, seek to answer their questions and provide access to health center outcomes</p> <p>Manage meetings in an efficient, effective and judicious manner</p> <p>Demonstrate high level of professionalism and effectiveness in email communication: email chains steer an issue to a desired resolution and show tact, brevity, clarity, focus; recipients are judiciously and correctly apportioned between “To,” “Copy (Cc),”</p>

	and “Blind copy (Bcc)””; assignments are clear with correct deliverables and expected due dates
<b>3-Applied</b>	<p>Articulate the factors that influence the environment, the strengths and weaknesses, and key stakeholders who contribute to the daily movement</p> <p>Establish relationships with peers and leaders who are leading the health center movement and related issues; partner with them to identify solutions</p> <p>Compose documents that are sufficiently polished to be used as a model for new hires</p> <p>Communicate in manner that fosters staff initiative and learning, and models a discourse that discourages off-topic, rambling, self-aggrandizing, and hidden-agendas</p>
<b>2-Basic</b>	<p>Demonstrate knowledge of the health center movement</p> <p>Participate in advocacy groups and trainings that are available</p> <p>Produce business communications that require minimal oversight and editing.</p> <p>Demonstrate on point and concise communication at meetings; meetings start and end on time</p> <p>Conduct team leadership assignments with respect for participants</p>
<b>1-Learning</b>	<p>Receive guidance and coaching on accessing learning resources</p> <p>Know when to seek out feedback prior to distributing communications, reports and presentations</p>