

The behaviours required of an internal communicator to do the job efficiently and effectively.

Analytical	Is able to examine information or a situation to identify the key elements in order to make recommendations or solve a problem
Creative Thinker	The ability to think and act in ways that are new and innovative, offering fresh approaches to the organisation
Influencing	Can gain support, inspire others and persuade people to become personal champions, through a healthy combination of interpersonal, presentation and assertiveness techniques
Collaborative	Is able to work effectively with others through idea sharing and collaborative thinking to accomplish a common goal
Resourceful	Has the ability to cope with challenges and can use what is available to create a solution
Challenging	Has the confidence and ability to question current thinking in a way which engages colleagues and creates positive difference
Curious	Has a strong desire to know or learn, with a willingness to explore new experiences, take risks and reflect on outcomes
Empathetic	Is able to recognise other peoples' emotions – to think beyond you and your own concerns
Active Listener	Demonstrates the ability to fully concentrate, understand, respond and then remember what has been said in conversations with colleagues