Top of Form

**All HRSDC Competencies sorted alphabetically**

Ability to lift 10-23 kilograms

Analytical Research Skills: *The ability to design research or evaluation studies, collect and analyze data using appropriate tools and methodologies and to prepare meaningful and concise reports that summarize the information provided by the data*

* Applies qualitative and/or quantitative (statistical) methodologies appropriate to the particular research objective(s)
* Can identify the most useful and appropriate tools and technologies (including computer applications) to meet the requirements of the task
* Can interpret statistical and qualitative information to reach logical conclusions and/or identify significant trends or patterns
* Critically assesses research results to ensure their credibility, consistency and validity
* Critically evaluates data sources for reliability
* Demonstrates critical awareness of issues (e.g. privacy, security, political sensitivity) related to the release and use of information
* Designs research and data collection processes best suited to the question(s) being addressed
* Effectively extracts, synthesizes and interprets data from existing documents, studies or reports
* Identifies optimal means to display and report data and results in a meaningful manner

Applying Principles and Procedures: *The ability to understand a set of rules, guidelines or procedures, to recognize how they apply to a particular case, and to apply them in a logical way to make consistent decisions and/or recommendations*

* Applies relevant information (e.g. policies or practices) to the case at hand
* Formulates decisions/recommendations in a consistent and logical manner
* Identifies and understands the critical issues of a case or situation
* Recognizes issues that require an additional level of intervention
* Seeks out knowledgeable people to obtain information or clarify a problem

Arithmetic Calculation: *The ability to perform a range of arithmetic computations quickly and accurately*

* Demonstrates understanding and facility with more advanced arithmetic operations (e.g., percentages, fractions)
* Develops and organizes simple spreadsheets that use basic arithmetic functions
* Performs arithmetic operations using the full range of functions on a basic calculator
* Performs basic arithmetic calculations (addition, subtraction, multiplication, division) quickly and accurately

Changing and Learning: *Receptivity to change and a concern for continually developing and improving one’s effectiveness*

* Accepts and uses feedback to improve oneself
* Adjusts readily to change
* Engages in continuous learning
* Willingly uses available technologies to work and learn

Client Focus: *An underlying concern for helping internal and /or external clients and for being responsive to their concerns*

* Consistently delivers on commitments
* Demonstrates respect and concern for every client
* Provides quality service
* Works with clients to achieve results

Client Service Excellence: *Serves clients through excellence in program and service delivery (Leadership Competency)*

* Anticipates and responds to the emerging needs of clients
* Creates and supports a culture of service excellence
* Focuses stakeholders, partners and employees on achieving the best practical results for clients
* Is creative in enhancing efficiencies and improving programs and delivery to clients
* Is sensitive and attentive to the needs of clients and their diverse cultures

Coaching: *The ability to foster the learning or development of others, appropriately assess needs, and provide relevant learning opportunities and constructive feedback*

* Accurately assesses needs
* Arranges and/or proposes practical learning opportunities
* Commits time and energy to the process
* Promotes a long-term, strategic approach to learning
* Provides constructive, timely feedback

Communication : *The ability to express oneself clearly, concisely and openly, both orally and in writing, to effectively exchange information and ideas with others, and to demonstrate understanding, respect and appreciation of others' perspectives*

* Conveys ideas and information clearly and concisely
* Demonstrates understanding
* Expresses oneself in a manner appropriate to the audience
* Shares information appropriately

Consulting: *The ability to work with internal and/or external clients to determine their needs, to identify possible solutions, and make recommendations in order to help clients decide on a solution that meets their needs*

* Draws on diverse sources of information and personal contacts in order to generate ideas
* Effectively assists the client in assessing needs and options, and recommends courses of action
* Involves the client in decision making
* Is accessible and responsive to clients
* Quickly identifies the needs of clients
* Recognizes relationships between pertinent information and the circumstances of individual cases

Creativity: *The capacity to use the imagination and skill to create original products and ideas that have value*

* Develops creative products that take into consideration practical realities
* Effectively applies existing technology and processes to creative tasks
* Generates or finds unusual ideas or new possibilities
* Is willing to experiment and take appropriate risks to achieve creative results
* Perceives things in original and innovative ways
* Persists in refining creative ideas into effective solutions

Decisiveness: *Willingness to make difficult decisions in a timely, unbiased and objective manner*

* Consistently makes good business decisions in a timely manner
* Is willing to make decisions in difficult or ambiguous situations, when time is critical
* Knows when there is sufficient information to act, given the opportunities and requirements of the situation and the risks of a bad decision
* Makes decisions in an impartial manner
* Makes tough decisions when those decisions are necessary

Dependability: *The capacity to consistently fulfill commitments in a timely and accurate manner and to adhere to expected norms, values and goals*

* Addresses problems in a timely manner, taking personal responsibility where appropriate
* Adheres to organizational norms, values and goals
* Can be relied upon to meet work deadlines
* Consistently produces work products that meet established expectations
* Keeps promises and commitments made to others
* Respects and maintains the confidentiality of information
* Works with minimal supervision

Diagnostic Information Gathering: *The ability to identify the information needed to clarify a situation, seek that information from appropriate sources, and use skilled questioning to draw out the information needed*

* Gets more complete and accurate information, by checking multiple sources
* Identifies optimal information sources
* Knows when to seek expertise to obtain information or to clarify a problem
* Makes effective use of time when gathering information
* Probes with tact and diplomacy to get the facts, when others are reluctant to provide full, detailed information
* Quickly identifies the specific information needed to clarify a situation or to make a decision

Engagement: *Building effective relationships that values people and creating an environment where people want to work (Leadership Competency)*

* Clearly communicates to stakeholders and employees the organization's vision, mandates and roles
* Deals with conflict in a proactive, transparent and tactful manner
* Encourages learning by providing feedback, coaching and opportunities for growth
* Promotes an environment where people influence decisions through teamwork, discussion and debate
* Recognizes the contribution of others
* Takes actions that encourage involvement and inclusiveness including sharing information vertically and horizontally

Evaluating and Improving Services: *The ability to ensure a high standard of quality in programs and services, by regularly reviewing performance against goals and standards and taking corrective action as needed*

* Ensures that activities are carried out in a timely and effective manner
* Establishes and implements effective systems and procedures to monitor operations
* Helps people to develop a clear understanding of what they will need to do differently as a result of changes required
* Identifies performance and/or systems problems, and takes corrective action when required
* Makes recommendations with respect to improving the delivery of programs and services

Facilitation Skills: *The ability to lead or guide a group discussion or activity, to help a group reach consensus, solve a problem, or achieve some other objective*

* Channels the discussion in order to avoid sidetracking
* Demonstrates trust and respect
* Ensures that everyone has the opportunity to participate and to be heard
* Ensures that necessary resource material is available
* Facilitates the resolution of conflicts or differences of opinion among group members
* Is sensitive to individual and group needs
* Prepares and uses a repertoire of group facilitation techniques to help groups focus, generate ideas, analyze problems, and reach consensus
* Promotes information sharing and keeps people informed about concerns relevant to the group

Influence: *The ability to gain others’ support for ideas, proposals and solutions and to get others to take particular actions in order to advance a set of objectives*

* Assembles and presents multiple arguments in order to support a position
* Identifies and influences decision makers and those who can influence them
* Identifies and presents information or data that will have a strong effect on others
* Identifies and proposes solutions that address the concerns of all parties involved in a situation
* Involves and supports others in decision-making processes in order to ensure the favourable resolution of problems
* Structures situations (e.g., the setting, individuals present, sequence of events) to create a desired impact and to maximize the chances of a favourable outcome

Initiative: *Identifying what needs to be done and doing it before being asked to or required by the situation*

* Suggests improvements to service
* Surpasses role expectations
* Takes and supports well thought-out risks

Innovation: *Developing or sponsoring the introduction of new and improved methods, products, procedures, or technologies*

* Accepts responsibility when things go wrong
* Develops better, faster, or less expensive ways of doing things
* Encourages others to try new ways of doing things
* Finds ways to effectively sustain new ideas or products
* Personally initiates the development of new products, methods or approaches

Interpersonal Awareness: *The ability to notice, interpret, and anticipate the feelings and concerns of others in order to develop mutually beneficial working relationships*

* Acknowledges the interests and underlying concerns of others
* Anticipates how others will react to a situation and responds appropriately
* Does things to address the concerns of others
* Finds non-threatening ways to approach others about sensitive issues
* Identifies and accurately interprets what others are feeling, based on their choice of words, tone of voice, expressions, and other non-verbal behaviour
* Is attentive to the ideas and concerns of others

Interviewing: *The ability to use effective questioning to assess the status of clients with respect to their personal needs and/or the needs of the organization and to elicit the information needed for further decision-making*

* Adjusts approach to meet individual needs
* Attends to verbal and non-verbal cues
* Creates a comfortable rapport with clients
* Directs the interview to achieve the goals intended
* Employs a logical and organized interview strategy
* Is sensitive to the needs of clients

Judgement: *The capacity to identify the underlying or subtle issues in interpersonal or other problem situations for which no clear answers exist and to arrive at practical and common sense solutions to the situations*

* Accurately perceives and interprets the feelings, thoughts or behaviours of others
* Can identify the key issues, both interpersonal and/or non-interpersonal, in a problem or situation
* Makes clear and reasonable decisions or recommendations that successfully address the unique demands of a situation or problem
* Recognizes and carefully weighs the risks and benefits of prospective actions, taking into consideration personal and organizational constraints
* Takes into consideration the perspectives and needs of others in evaluating a situation
* Takes the appropriate time needed to understand all the dimensions of a situation before acting, rather than reacting impulsively and/or emotionally
* Understands what information to share with others, with whom and when

Knowing our business: *Understanding the department's values, vision, mission and business lines, and how one’s own work fits within the organization and the environment within which we work*

* Understands how one’s work contributes to the business success of the department
* Understands one’s work environment and its inter-relationships with our partners in service delivery
* Understands the organization’s values, vision, mission and business lines

Knowledge of program evaluation concepts and tools

* Knowledge of program evaluation tools
* Knowledge of the application of logic models
* Knowledge of theories, issues and practices related to program evaluation

Knowledge of accessibility and adaptive/assistive computer technology

* Knowledge of configuration of various adaptive computer technology devices such as alternative input devices, screen readers, Braille printers, voice recognition, screen magnification, speech systems
* Knowledge of means and methods of conducting needs analysis
* Knowledge of principles and tools used to evaluate accessibility of applications, services and work environments
* Knowledge of standards, principles and practices of adaptive computer technology
* Knowledge of Treasury Board and departmental IT accessibility policies, standards and processes

Knowledge of adult learning principles and practices

* Knowledge of adult learning principles and their applicability to course design and delivery
* Knowledge of instructional methodologies including classroom, self-directed and e-learning
* Knowledge of Prior Learning Assessments

Knowledge of application development tools

* Knowledge of COTS (Commercial Off The Shelf) development tools
* Knowledge of programming languages
* Knowledge of the department's principles, policies and practices related to IT testing
* Knowledge of the department's technical productivity tools (i.e. source code control system, bug reporting system)
* Knowledge of the use of the department's desktop security tools
* Knowledge of the workstation operating systems

Knowledge of application management

Knowledge of auditing principles, processes and tools

Knowledge of basic business and accounting practices and tools

Knowledge of behavioural sciences and organizational theories, principles and practices as they relate to workplace well-being

* Knowledge of dispute resolution theory and practices
* Knowledge of theories, principles and practices of psychology, counselling, human development and adult education
* Knowledge of theories, principles and practices of workplace well-being
* Knowledge of theory and practices regarding group dynamics and group processes

Knowledge of business negotiation methods and practices specific to the department's IT environment

* Knowledge of the department's IT environment and strategic direction
* Knowledge of the department's procedures related to procurement and contract administration.
* Knowledge of the processes and procedures necessary to critically evaluate vendor products, services and claims.
* Knowledge of the processes involved in vendor negotiations for substantial and/or long-term contracts for hardware, software, support and services.

Knowledge of call centre operations and technology

* Knowledge of call queuing theory
* Knowledge of forecasting and scheduling applications
* Knowledge of Interactive Voice functions and applications

Knowledge of Canada Pension Plan (CPP) benefits and service delivery

* Knowledge of CPP legislation, regulations, policies and procedures
* Knowledge of on-line systems and application
* Knowledge of other legislation and international agreements impacting on CPP
* Knowledge of public and private sector organizations and stakeholders impacting on CPP delivery

Knowledge of Commercial off the Shelf (COTS) product management

* Knowledge of software licence management processes and practices, including monitoring
* Knowledge of the methods used to identify and evaluate COTS product strategic direction
* Knowledge of the processes and documentation necessary for software/COTS product management including, monitoring and reporting

Knowledge of Commercial off the Shelf (COTS) product support

* Knowledge of COTS product evaluation techniques
* Knowledge of departmental desktop policies, and IT standards and guidelines
* Knowledge of processes and documentation necessary for software/COTS product configuration, installation, administration and support
* Knowledge of the development of the installation package necessary to release software upgrades and patches
* Knowledge of workstation operating systems
* Knowledge vendor liaison used to ensure high quality service delivery

Knowledge of computer capacity and performance measurement

* Knowledge of automated systems and solutions, including performance program activity reports
* Knowledge of capacity planning and performance analysis of corporate systems
* Knowledge of impact analysis procedures and practices
* Knowledge of methods, practices, and techniques for analysing, evaluating and diagnosing systems
* Knowledge of monitoring analysis tools

Knowledge of concepts, theories and methods of computer science and systems analysis

* Knowledge of architecture design principles
* Knowledge of communications systems including Local Area Networks, Metropolitan Area Networks, Storage Area Networks and Wide Area Networks
* Knowledge of systems analysis and solution development
* Knowledge of the process related to developing specifications, models and programs in analyzing and testing systems
* Knowledge of various structures and components of database management systems
* Knowledge of various types of processing platforms, including personal, mid-range and mainframe computers

Knowledge of counselling theory and practice

Knowledge of Database Design

* Knowledge of database manipulation language (DML) and data definition language (DDL)
* Knowledge of database tool sets including integration tools and modeling tools
* Knowledge of enterprise-wide data management initiatives and database standards and guidelines
* Knowledge of the processes involved in transforming business requirements into logic models and physical structures
* Knowledge of the theories and concepts used in the design of efficient databases, including data architecture, database types, data models, database security, and physical structures such as functional, metadata and process models
* Knowledge of various platforms structures and interoperability requirements

Knowledge of database development, manipulation, and analysis

Knowledge of Database Management

* Knowledge of database management systems and data warehouse standards, principles and best practices
* Knowledge of database problem resolution procedures and practices, including recovery and integrity
* Knowledge of database software installation and processes used in database testing, implementation and change management
* Knowledge of processes used to gain database efficiency including capacity planning, performance management and tuning
* Knowledge of the practices and tools used in database management including diagnostic and monitoring tools
* Knowledge of the relationship between database design/management and application performance

Knowledge of databases and data management

* Knowledge of data management tools
* Knowledge of data modeling tools
* Knowledge of database architecture
* Knowledge of database integration tools
* Knowledge of database query language

Knowledge of departmental business applications

Knowledge of departmental technology implementation policies, planning and procedures

* Knowledge of departmental Software Release Policy
* Knowledge of implementation planning, organization, monitoring and evaluation procedures
* Knowledge of negotiation techniques necessary for liaising with stakeholders
* Knowledge of readiness functions including release processes and packages, change control and system integration
* Knowledge of the departments major systems and their operational impact on Service Canada Centre’s, ITC’s and regions’ services
* Knowledge of the departments technologies and business processes necessary for evaluating the impact of implementations and automated initiatives

Knowledge of economic analysis theory and methods

Knowledge of electronic media library procedures and tape management systems

Knowledge of engineering theories and principles and specialized knowledge of fire protection engineering theories and principles

* Knowledge of construction techniques and practices
* Knowledge of the design, workings and features of fire protection systems and testing procedures (fire alarm systems, gaseous suppression fire systems, electrical generation systems, sprinkler systems and water supply systems)

Knowledge of etiology, health and disease processes, treatment modalities and their side effects, and medical prognosis

Knowledge of fact findings (analysis) related to personal injuries involving third party accident claims under Government Employees’ Compensation Act (GECA)

* Knowledge of legal principles regarding collection and preservation of evidence and admissibility of statements (administrative or legal)
* Knowledge of practices and procedures of courtroom judiciary process and preparation of evidence
* Knowledge of subrogation, third party claims, special and general damages
* Knowledge of the methods, techniques and practices of investigation, legal research and civil litigation

Knowledge of federal and provincial legislation and agreements related to employment and training

Knowledge of federal and provincial legislation and agreements related to the delivery of social services, income support and other related social programs

Knowledge of federal and provincial legislation and policies impacting on the department's funding programs

Knowledge of federal and provincial legislation impacting on poverty and homelessness

Knowledge of federal legislation, policies and practices related to job classification

* Knowledge of concepts, theories and practices of organizational design, including data collection and diagnosis
* Knowledge of job analysis and job evaluation processes and tools
* Knowledge of other HR disciplines and stakeholders impacting on classification.
* Knowledge of the Canadian Human Rights, Financial Administration and the Public Service Staff Relations Acts and Regulations including specific knowledge of the job classification grievance process

Knowledge of federal legislation, policies and practices related to staff relations

* Knowledge of collective bargaining and roles and responsibilities of bargaining agents (union and management)
* Knowledge of discipline: concepts, principles and processes
* Knowledge of exclusions of management and confidential positions
* Knowledge of grievance procedures: concepts and principles
* Knowledge of non-discretionary demotions or terminations
* Knowledge of occupational safety and health
* Knowledge of terms and conditions of employment: regulations, policies and collective agreements
* Knowledge of the legislative framework governing labour relations in the Federal Public Service
* Knowledge of union management consultations

Knowledge of federal legislation, policies and practices related to staffing in the Federal Public Service

* Knowledge of the Public Service Employment Act and Regulations
* Knowledge of the Public Service Modernization Act
* Knowledge of the Public Service Staffing Tribunal (PSST) complaint process
* Knowledge of the roles and responsibilities of central agencies as they relate to staffing
* Knowledge of the steps involved in carrying out a staffing process
* Knowledge of work force adjustments agreements and directives

Knowledge of federal legislation, policies and practices related to workplace well-being in the Federal Public Service

* Knowledge of central agencies and external partners as they relate to workplace well-being in the department
* Knowledge of Treasury Board EAP policies and guidelines, Part II of the Canadian Labour Code, the Mental Health Act and other legislation, policies and guidelines related to workplace well-being in the department

Knowledge of gender-based analysis

Knowledge of generally accepted accounting theories and principles

Knowledge of generally accepted bookkeeping principles & practices

Knowledge of graphic design techniques and practices

* Knowledge of advertising
* Knowledge of displays and exhibits
* Knowledge of graphic design theory
* Knowledge of multi-media presentations
* Knowledge of print and electronic media

Knowledge of IM/IT principles, policies, standards and systems of the department's business

Knowledge of IM/IT processing for business applications

Knowledge of industrial relations and legislation related to labour and workplace issues

Knowledge of investigative and auditing techniques and principles related to compliance and/or prosecution under Labour Program’s Labour Standards Program

* Knowledge of compliance strategies (i.e. voluntary compliance and enforcement mechanisms)
* Knowledge of legal principles regarding collection and preservation of evidence and admissibility of statements (administrative or legal)
* Knowledge of practices and procedures of courtroom judiciary process and preparation of evidence
* Knowledge of strategic targeting tools (i.e. industry tiering, non-compliance history, impact analysis)

Knowledge of investigative and auditing techniques and principles related to compliance and/or prosecution under the Labour Program's Occupational Health and Safety Program

* Knowledge of compliance strategies (i.e. voluntary compliance and enforcement mechanisms)
* Knowledge of investigative and auditing techniques (i.e. operational analysis of hazardous occurrence phenomena, genesis of an hazardous occurrence, change analysis approach, logic tree)
* Knowledge of legal principles regarding collection and preservation of evidence and admissibility of statements (administrative or legal)
* Knowledge of practices and procedures of courtroom judiciary process and preparation of evidence
* Knowledge of strategic targeting tools (i.e. industry tiering, DIIR, Annual HOIR)

Knowledge of investigative and auditing techniques related to compliance and/or prosecution under the Labour Program's Labour Standards and Occupational Health and Safety Programs

Knowledge of investigative practices and tools

Knowledge of IT application and utilities testing standards, procedures and tools

* Knowledge of documents required for testing, including test scripts
* Knowledge of International Organization for Standardization (ISO)
* Knowledge of IT system security for applications
* Knowledge of reporting /tracking tools
* Knowledge of system testing methods and practices
* Knowledge of testing and readiness functions and assessments, including release processes and packages, change control, and system integration
* Knowledge of testing tools, including automated tools
* Knowledge of Treasury Board and/or the department's standards related to IT testing

Knowledge of IT application design and management

* Knowledge of mainframe application design
* Knowledge of object-oriented design

Knowledge of IT change and configuration management

* Knowledge of the department's change, problem and release management processes, practices and prescribed methods

Knowledge of IT industry trends

* Knowledge of evolving trends in communications systems, hardware, software and automated business in the private and public sectors

Knowledge of IT infrastructure

* Knowledge of the analysis, designing, planning and implementation of office systems infrastructure
* Knowledge of the department's required protocols
* Knowledge of the installation and configuration of network components
* Knowledge of the topology of the department's network and components

Knowledge of IT project management principles, practices and tools

* Knowledge of project management techniques including integration of scope, time, financial, procurement, human resources, communications, quality and risk management
* Knowledge of Systems Development Life Cycle

Knowledge of IT systems integration

* Knowledge of data communication, hardware and software integration
* Knowledge of production change management
* Knowledge of the department's component installation request (CIR) process

Knowledge of IT systems supporting the department's business lines and corporate services

Knowledge of IT/IM operational policies and procedures supporting the delivery of the department's programs and services

* Knowledge of problem escalation procedures
* Knowledge of the department's program and service priorities
* Knowledge of tools, techniques, methodologies and standards related to the department's systems operations
* Knowledge of Treasury Board, departmental wide and regional IT policies

Knowledge of job control languages and utilities

Knowledge of jurisprudence and court procedures related to the delivery of Old Age Security and Canada Pension Plan benefits

Knowledge of jurisprudence, adjudication principles and court procedures related to the delivery of labour programs

* Knowledge of the theories and principles of administrative law (i.e. administrative fairness), common law (i.e. principle of Just Cause) and the application of rules of natural justice
* Knowledge of various levels of court and court procedures related to the delivery of labour programs

Knowledge of labour market theory and research and their application to public sector policies and programs

* Knowledge of government legislation, policies and programs, including Employment Insurance, related to labour market functioning
* Knowledge of socio-economic analysis
* Knowledge of public and private sector organizations and stakeholders impacting on labour market issues
* Knowledge of research related to the functioning of the labour market

Knowledge of labour relations principles and labour-management dynamics

* Knowledge of union/management relations and contract negotiation and ratification issues and their impact on Labour Program delivery.
* Knowledge of work place trends and issues

Knowledge of LAN/Server and microcomputer security

* Knowledge of desktop and LAN/Server virus security
* Knowledge of micro-computer and LAN/Server security features, such as Logon, access, virus protection, firewalls and filters
* Knowledge of physical security features related to IT assets
* Knowledge of policies governing IT usage
* Knowledge of the configuration and use of backup and recovery services, and processes within departmental standards

Knowledge of legal and courtroom procedures

* Knowledge of the case preparation for courtroom procedures
* Knowledge of the integrity prosecution policy
* Knowledge of the rule of evidence
* Knowledge of the trial process

Knowledge of legal information management practices and tools

Knowledge of legislation, policies and practices related to compensation

* Knowledge of insurance plans and related benefits
* Knowledge of legislation related to compensation, and including the Financial Administration Act; the Garnishment, Attachment, and Pension Diversion Act; the Income Tax Act; the Official Languages Act, the Pension Benefits Division Act, the Public Service Staff Relations Act; the Public Service Superannuation Act and Regulations
* Knowledge of on-line systems related to compensation and benefits
* Knowledge of Public Works and Government Services Canada publications and policies related to collective agreement implementation and superannuation and insurance administration guidelines
* Knowledge of Treasury Board compensation and pay administration policies and publications

Knowledge of legislation, policies and practices related to the Canada Student Loan Program

Knowledge of legislation, policies and procedures related to employment equity

* Knowledge of diversity concepts and principles (i.e. reasonable accommodation, special measures and career pathing)
* Knowledge of economics and statistical theories, principles, techniques and methods, including labour economics and human capital, methods and systems of total compensation and of evaluating jobs and/or classification
* Knowledge of Labour Program’s role in employment equity and related directives and procedures
* Knowledge of legislation and regulations governing the employment equity and federal contractors’ programs (i.e. Employment Equity Act, Regulations & Guidelines, Federal Contractors Program Cabinet Policy, Canadian Human Rights Employment Equity Framework for Compliance Audits and the Canadian Charter of Rights and Freedoms)

Knowledge of legislation, policies and procedures related to fire protection

* Knowledge of fire protection codes, standards and regulations and of other codes relevant to fire protection.
* Knowledge of Labour Program’s role in fire protection

Knowledge of legislation, policies and procedures related to labour standards

* Knowledge of Labour Program’s role in labour standards and related directives and procedures
* Knowledge of legislation and regulations governing the labour standards program (i.e. Canada Labour Code, Part III, Fair Wages and Hours of Labour Act, Canada Labour Standards Regulations, Fair Wages and Hours of Labour Regulations and of other Codes, regulations and standards related to labour standards)
* Knowledge of theories, principles, procedures, practices and techniques in human resource management and labour standards (i.e. organizational design, alternative work arrangements, performance management systems and strategies, theory of progressive discipline)

Knowledge of legislation, policies and procedures related to labour standards, employment equity, pay equity, occupational health and safety and fire procedures

Knowledge of legislation, policies and procedures related to pay equity

* Knowledge of economics and statistical theories, principles, techniques and methods, including labour economics and human capital, methods and systems of total compensation and of evaluating jobs and/or classification
* Knowledge of gender-based analysis
* Knowledge of Labour Program’s role in pay equity and related directives and procedures
* Knowledge of legislation and regulations governing the pay equity program (i.e. Canadian Human Rights Act & Equal Wages Guidelines (1986) and Canada Labour Code, Part III, Section 182)

Knowledge of legislation, policies, and procedures related to federal workers' compensation benefits

* Knowledge of Labour Program's role related to the workers' compensation programs and related directives and procedures
* Knowledge of legislation and regulations governing the Federal Workers' Compensation Program (i.e. Government Employee's Compensation Act, provincial workers' compensation legislation)

Knowledge of legislation, policies, standards and procedures related to occupational health and safety

* Knowledge of development, implementation and evaluation of corporate health and safety programs
* Knowledge of Labour Program’s role in occupational health and safety and related directives and procedures
* Knowledge of legislation and regulations governing the occupational health and safety program (i.e. Canada Labour Code, Part II, Canada Occupational Health and Safety Regulations, Non-smokers’ Health Act and of other Codes, regulations and standards related to occupational health and safety)
* Knowledge of occupational health and safety risk management techniques and preventive measures

Knowledge of legislation, practices & tools related to the collection of accounts for departmental programs

* Knowledge of accounts receivable accounting methods and techniques
* Knowledge of debt recovery techniques and practices
* Knowledge of federal and other legislation related to collection activity (e.g. the FAA, Bankruptcy and Insolvency Act, relevant provincial legislation, etc.)
* Knowledge of on-line systems and applications related to the collection of accounts
* Knowledge of the collection of accounts of other federal agencies (e.g., CCRA, Industry Canada, etc.)
* Knowledge of the department's collection strategy, policies and processes

Knowledge of legislation, practices and tools related to the processing of Canada Student Loans

* Knowledge of collections services agencies policies and practices
* Knowledge of legislation and regulations governing the Canada Student Loans Program (CSLP), i.e. Canada Student Loans Act and the Canada Student Financial Assistance Act
* Knowledge of legislation impacting on the CSLP (e.g. Financial Administration Act, Access to Information and Privacy Acts and Bankruptcy and Insolvency Acts)
* Knowledge of special interest groups and stakeholders impacting on the CSLP
* Knowledge of tools and procedures, including on-line systems, related to the processing of student loans

Knowledge of legislation, principles & practices related to financial management in the Federal Public Service

* Knowledge of expenditure and cost accounting in the Public Service
* Knowledge of financial and statutory reporting
* Knowledge of internal control processes
* Knowledge of revenue management in the Public Service
* Knowledge of the Financial Administration Act and other legislation related to financial management (e.g. Cheque Issue Regulations, Accounts Verification and Payment Requisitioning Regulations, etc.)

Knowledge of market research theories and practices

* Knowledge of analysis and reporting of both quantitative and qualitative research
* Knowledge of data capture and compilation
* Knowledge of product testing (e.g. advertising copy, information brochures)
* Knowledge of research design, sampling and questionnaire design

Knowledge of material life-cycle management in the Federal Public Service

* Knowledge of legislation, regulations, policies, procedures and guidelines related to material life-cycle management
* Knowledge of on-line systems and applications related to material life-cycle management
* Knowledge of roles and responsibilities of the Treasury Board Secretariat and Public Works and Government Services Canada related to material life-cycle management in the Federal Public Service
* Knowledge of the four phases of material life-cycle management (planning, acquisition, maintenance and disposal of assets)

Knowledge of media and stakeholder analysis

* Knowledge of environmental scanning and monitoring and analysis techniques

Knowledge of media relations and practices

* Knowledge of media monitoring and issues tracking techniques
* Knowledge of practices and techniques related to dealing with the media (e.g., establishing effective contacts, setting up and conductions interviews, organizing press conferences)
* Knowledge of print, electronic and specialized media practices and trends
* Knowledge of the impact of new technologies on media practices and trends

Knowledge of methods and techniques to use specialized technical and sampling equipment related to occupational safety and health

* Knowledge of occupational hygiene protocols and techniques regarding the calibration and use of specialized testing and sampling equipment (i.e. light meters, sound level meters, air sampling pumps/devices)
* Knowledge of occupational hygiene topics and control measures (i.e. noise, light, hazardous products, radiation, temperature and pressure extremes, asbestos contamination, and ventilation design)

Knowledge of microcomputer management

* Knowledge of department imaging procedures
* Knowledge of departmental desktop policies and IT standards
* Knowledge of hardware conflict resolution
* Knowledge of IT peripherals
* Knowledge of the basic hardware components of microcomputers
* Knowledge of the installation and configuration of components and drivers
* Knowledge of the workstation operating systems

Knowledge of Model Production & Quality Assurance of IT Services

* Knowledge of automated testing and performance evaluation simulating usage
* Knowledge of departmental and Treasury Board policies related to IT software release and distribution including standards and procedures
* Knowledge of the departments and partners IT equipment and configuration
* Knowledge of the departments major systems and their operational impact on Service Canada Centre’s, ITC’s and regions’ services

Knowledge of Modern Comptrollership concepts and tools

* Knowledge of control systems that support delegated authorities
* Knowledge of performance measurement concepts and tools
* Knowledge of risk management concepts and applications
* Knowledge of shared values and ethics in the Federal Public Service

Knowledge of needs determination and job search techniques

Knowledge of negotiation and conflict resolution techniques and procedures

Knowledge of network management

* Knowledge of backup and recovery processes and procedures
* Knowledge of capacity planning
* Knowledge of hardware and software patches and upgrades
* Knowledge of installation, configuration and troubleshooting of server software and hardware
* Knowledge of network administration and maintenance
* Knowledge of network monitoring and optimization

Knowledge of Old Age Security (OAS) benefits and service delivery

* Knowledge of OAS legislation, regulations, policies and procedures
* Knowledge of on-line systems and applications
* Knowledge of other legislation and international agreements impacting on OAS
* Knowledge of public and private sector organizations and stakeholders impacting on OAS delivery

Knowledge of Old Age Security and Canada Pension Plan programs and their objectives and priorities

Knowledge of on-line systems and applications related to the processing of accounts for departmental programs

Knowledge of on-line systems related to departmental funding programs

Knowledge of organizational development theories and practice

Knowledge of payroll and accounting principles and practices related to compensation and benefit systems

* Knowledge of accounting, compensation systems, business practices, the rules of incorporation and bookkeeping practices
* Knowledge of corporate organizational practices (i.e. industrial establishment)
* Knowledge of financial statements, accounting types, methods of recording compensation and benefit costs, mandatory benefits

Knowledge of policies and practices related to website design and use of Inter/Intranet technologies within the Federal Public Service

Knowledge of policies and procedures related to IT

* Knowledge of Asset management
* Knowledge of departmental procurement procedures
* Knowledge of office ergonomics

Knowledge of principles and practices of fire protection, emergency evacuation procedures and loss control

* Knowledge of building construction and working and features of fire protection systems and testing procedures relating to fire safety

Knowledge of principles and practices pertaining to the communications field

* Knowledge of emerging trends in communications technologies, including their impact on the provision of communications services and the development of communications products
* Knowledge of principles and practices related to the development and application of communications products such as written (e.g., brochures, news releases, newsletters), multi-media (e.g., scripts, advertising material) and promotional (e.g., tee shirts/pins, information kits)
* Knowledge of principles and practices related to the provision of communications services (e.g., advertising, marketing, desktop publishing, internal communications, media relations)

Knowledge of principles, policies and practices related to Human Resources Management in the Federal Public Service

Knowledge of principles, policies and practices related to the management of human resources, finance, procurement and government information in the Federal Public Service

Knowledge of principles, policies, standards and systems supporting IT Security

Knowledge of procedures and practices (including support systems, documentation, processes, etc.) related to needs determination and case management

Knowledge of procedures required to operate distribution equipment and peripherals

Knowledge of project management principles, practices and tools

* Knowledge of project management concept and techniques
* Knowledge of project management integration practices
* Knowledge of project management tools

Knowledge of public consultations and citizen engagement

* Knowledge of public environment issues tracking, analysis, and interpretation
* Knowledge of Public Opinion Research Guidelines
* Knowledge of research practices (e.g., survey techniques, focus group, town hall meetings)
* Knowledge of the logistics involved in implementing public consultation activities
* Knowledge of the Public Works and Government Services Canada public consultation policy and approval process

Knowledge of public policy issues, programs and research related to persons with disabilities

Knowledge of public policy issues, programs and research related to poverty and homelessness

Knowledge of public policy issues, programs and research related to youth unemployment

Knowledge of public service legislation related to service delivery

* Knowledge of the Access to Information and Privacy Acts
* Knowledge of the Charter of Rights and Freedoms
* Knowledge of the Employment Equity Act
* Knowledge of the Official Language Act

Knowledge of publishing practices and technology

* Knowledge of state-of-the-art technology available
* Knowledge of techniques and processes involved in the design and production of communication products
* Knowledge of the Copyright and Trade-marks Acts
* Knowledge of the Management of Government Information Holdings Policy
* Knowledge of trends and developments related to design and publishing

Knowledge of quality management and quality assurance methodologies and tools

Knowledge of research methods and quantitative and qualitative analysis, principles, tools and techniques

Knowledge of security procedures for classified and sensitive material

Knowledge of Service Canada service offerings

Knowledge of SINR

Knowledge of social and community development theories and practices

Knowledge of social development theory and research and their application to public sector policies and programs

* Knowledge of government legislation, policies and programs, including Income Security, related to social development issues
* Knowledge of socio-economic analysis
* Knowledge of public and private sector organizations and stakeholders impacting on social policy development
* Knowledge of research related to social issues, including poverty, homelessness, literacy and aging

Knowledge of socio-economic and labour market issues and trends impacting on the department

Knowledge of special interest groups and stakeholders impacting on the Employment Insurance Program

Knowledge of specialized processing

Knowledge of statistical modelling principles, tools and techniques

Knowledge of strategies related to client segments

Knowledge of systems’ service level, support specification agreements and/or memorandums of understanding

* Knowledge of the IT environment relating to federal-provincial agreements supporting the delivery of social services and programs
* Knowledge of the IT environment supporting the delivery of the department's programs and services

Knowledge of technical writing and/or technical business writing

* Knowledge of the methods and practices necessary to develop business communications regarding the IT environment
* Knowledge of the methods, techniques and practices necessary to develop system documentation and technical data

Knowledge of the business line operations of HRSDC

Knowledge of the Canadian legal system

Knowledge of the Corporate Management System

Knowledge of the department's business continuity planning methodologies, standards and procedures, including contingency planning

* Knowledge of business continuity analysis procedures
* Knowledge of business continuity exercise frameworks
* Knowledge of contingency planning practices and tools
* Knowledge of federal government business continuity planning policies and programs, including Treasury Board Standards
* Knowledge of the activities within the response, recovery, restoration and resumption phases applicable to business continuity plans
* Knowledge of the roles and responsibilities of IT operational functions during business continuity exercises

Knowledge of the department's business planning, accountability and budgetary process

Knowledge of the department's IM/IT infrastructure and their interdependencies

Knowledge of the department's Integrity Operations' (IO) program, practices and tools

* Knowledge of investigative and interviewing tools and practices
* Knowledge of IO mandate and structure
* Knowledge of on-line systems and applications related to IO
* Knowledge of the appropriate methods for obtaining and releasing information in accordance to the Privacy Act
* Knowledge of the Code of Conduct of an investigation
* Knowledge of the EI Act & Regulations and CPP/OAS Acts

Knowledge of the department's IT systems security,techniques, standards and policies

* Knowledge of both the Treasury Board’s IT security standards and policies, and the department's security programs
* Knowledge of security hardware and software
* Knowledge of the department's threat and risk assessments procedures
* Knowledge of the processes involved in developing new and alternative security service delivery mechanisms
* Knowledge of the theories involved in developing and implementing IT security planning frameworks, policies, procedures and guidelines

Knowledge of the department's local and regional funding programs

Knowledge of the department's mandate, objectives & programs

Knowledge of the department's network systems

* Knowledge of E-mail administration and configuration
* Knowledge of network tools
* Knowledge of the basic functions of departmental servers
* Knowledge of the routine maintenance and support of departmental servers
* Knowledge of troubleshooting practices in a networked environment

Knowledge of the department's Platform Infrastructure

* Knowledge of the department's core hardware, software and telecommunications systems and standards
* Knowledge of the department's network protocols and standards

Knowledge of the department's user applications

* Knowledge of commercial off the shelf software
* Knowledge of the department's business applications

Knowledge of the design engineering and support of automated delivery of telephone services

* Knowledge of desktop applications and systems related to automated telephony services
* Knowledge of modern call centre technology and tools, such as monitoring tools and performance activity reporting

Knowledge of the Employment Benefits and support Measures provided under Part II of the Employment Insurance legislation

Knowledge of the Employment Equity Act, diversity concepts and principles, vision and actions

Knowledge of the Employment Insurance (EI) adjudication process

* Knowledge of federal, provincial and municipal departments whose mandate and operations impact on the EI Program
* Knowledge of jurisprudence
* Knowledge of policies, procedures and principles related to adjudication
* Knowledge of the EI Act and Regulations
* On-line systems and applications related to the EI program

Knowledge of the Employment Insurance (EI) claims calculation and assessment process

* Knowledge of federal, provincial and municipal departments whose mandate and operations impact on the EI program
* Knowledge of on-line systems and applications related to the EI program
* Knowledge of policies, procedures, and principles related to claims calculation and assessment
* Knowledge of the administration of the Social Insurance Number program
* Knowledge of the EI Act and Regulations

Knowledge of the Employment Insurance (EI) Premium Reduction and Supplemental Unemployment Benefit plans

* Knowledge of external partners and stakeholders impacting on the EI Premium and Supplemental Unemployment benefit plans
* Knowledge of legislation, policies and procedures related to the adjudication and delivery of EI Premium and Supplemental Unemployment benefits
* Knowledge of on-line systems and applications related to EI Premium Reduction and Supplemental Unemployment benefit plans
* Knowledge of the EI Act and Regulations

Knowledge of the Employment Insurance Program, its mandate, vision and priorities

Knowledge of the Government of Canada decision-making process

Knowledge of the government of Canada's communications policies and practices

* Knowledge of the Government of Canada Communications Policy and related guidelines and practices
* Knowledge of the roles and responsibilities of central agencies and departments with respect to the management of government communications

Knowledge of the labour market, and social issues and economic factors influencing labour market conditions

Knowledge of the mandate, objectives and policies of the Canada Student Loans Program

Knowledge of the Official Languages Act, and principles and programs as it relates to language of work, services to the public, equitable participation and the promotion of French and English in Federal Institutions

Knowledge of the principles of conducting fire protection engineering drawing and specification reviews and acceptance for buildings, structures or systems

* Knowledge of complex construction drawings (electrical, mechanical and architectural)

Knowledge of the principles related to the management of enterprise servers, databases, and peripherals

Knowledge of the processes, standards and tools involved in developing and/or supporting IT infrastructure systems and networks

* Knowledge of departmental and Treasury Board IT/IM standards and policies regarding the development and support of infrastructure systems and networks, including security policies and Operational Standards
* Knowledge of performance analysis and network monitoring / management tools
* Knowledge of problem resolution processes and procedures relevant to organizational levels of infrastructure systems and networks support
* Knowledge of the process and techniques used for analyzing and diagnosing infrastructure systems and networks
* Knowledge of theories and concepts necessary for the design, development, and/or implementation of infrastructure systems and networks

Knowledge of the regional labour market and government and community service providers

Knowledge of the structure, operations and decision making process of the Government of Canada

* Knowledge of the Canadian political system, including the parliamentary process, party roles and political-public service relationships
* Knowledge of the policy development, parliamentary and legislative procedures and the Cabinet approval process
* Knowledge of the structure and responsibilities of central agencies

Knowledge of the tools, methods and techniques of managing enterprise servers, databases, and peripherals

Knowledge of theory and research related to skills and learning and their application to public sector policies and programs

* Knowledge of theory and research related to learning
* Knowledge of adult education theories and practices
* Knowledge of government legislation, policies and programs related to skills development and learning
* Knowledge of public and private sector organizations and stakeholders impacting on skills and learning issues

Knowledge of trends and developments related to Human Resources Management

Knowledge of trends and developments related to leadership and management

Knowledge of video/audio/photographic technology

* Knowledge of available state-of-the-art technology
* Knowledge of Internet applications
* Knowledge of production values
* Knowledge of techniques and processes involved in the use of various technologies for the production of communication products
* Knowledge of the relative value of available media for addressing various communication needs
* Knowledge of trends and developments related to video/audio/photographic technology

Knowledge of vocational rehabilitation

* Knowledge of agencies and services within the vocational rehabilitation field
* Knowledge of rehabilitation theories, practices and processes

Knowledge of writing and editing principles and practices

* Knowledge of linguistics and writing-editing principles, techniques and practices
* Knowledge of translation principles, techniques and practices

Management Excellence: *Achieving business objectives through the effective management of people and resources (Leadership Competency)*

* Addresses change and obstacles with a positive outlook, sound judgment and composure
* Aligns resources to governmental and organizational priorities
* Clearly defines roles and accountabilities and holds self and others accountable for commitments
* Effectively manages workloads, and gets things done well, on time and within budget
* Makes difficult and timely decisions that address and mitigate risks to the organization

Negotiating Skills: *The ability to find mutually acceptable solutions with others, both in conflict and non-conflict situations, when the parties have different interests or different perspectives on what should be done*

* Deals constructively with conflict situations
* Effectively questions other parties to understand interests underlying positions
* Focuses the discussion on common interests
* Generates and proposes ideas that address the interests of different parties
* Identifies the needs of other parties and acknowledges interdependencies

Planning and Organizing: *The ability to develop well-thought-out plans to guide the accomplishment of business objectives*

* Finds or creates ways to measure performance against goals
* Integrates a wide range of factors into the planning process
* Maintains commitment to goals in the face of obstacles and frustrations
* Makes effective use of time and resources
* Sets priorities appropriately
* Sets realistic goals and objectives

Policy Analysis: *The capacity to identify the key issues and factors associated with policy questions, to pull together and assess the information needed to guide decision-making and to propose and/or implement solutions that balance practical and public policy considerations*

* Can pull together diverse information, including research findings, into a coherent picture as a basis for decision making
* Can quickly identify the key issues and considerations associated with policy questions
* Demonstrates a keen understanding of environmental factors (including stakeholders involved) impacting on policy issues
* Proposes and/or implements solutions to policy issues that balance practical and political considerations
* Recognizes strategic opportunities and potential problems associated with policy questions
* Selects optimal research or consultative approaches (that balance costs with effectiveness) to address policy issues

Positive Attitude: *Confidence in one’s ability to be successful, even under challenging circumstances, and a willingness to take personal responsibility for the results of one’s efforts*

* Expresses belief in own ideas and decisions
* Openly addresses problems and concerns as they occur
* Remains focused under pressure
* Takes personal responsibility

Presentation Skills: *The ability to prepare and deliver presentations that are clear, engaging, and effective*

* Develops a clear, logical flow for the presentation
* Ensures participants’ involvement and understanding
* Is relaxed and poised when presenting
* Prepares and uses visual aids that are clear and have high impact
* Quickly gains and holds the audience’s attention
* Selects language and examples tailored to the level and experience of the audience
* Uses effective non-verbal communication skills
* Uses time effectively

Relationship Building: *The ability to proactively develop mutually beneficial working relationships with colleagues, clients, and others*

* Communicates and shares information with contacts as required
* Interacts effectively with people of diverse backgrounds
* Maintains important relationships by periodically initiating contacts
* Makes others feel comfortable by responding in ways that convey interest in what they have to say
* Provides assistance, appropriate information, or other support to others, to build or maintain relationships with them
* Seeks out and builds relationships with individuals who can provide information, career support, potential business, and other forms of help
* Takes an interest in others

Respecting Diversity: *Valuing individual differences, whether related to gender, race, nationality, religion, culture, education, lifestyle or any other background, and promoting diversity and inclusiveness in the workplace*

* Actively seeks and promotes understanding of individual differences
* Relates to others from diverse backgrounds with trust and respect
* Takes actions that advance respect and support for diversity
* Willingly adapts or adjusts work activities to accommodate others from diverse backgrounds

Results Orientation: *Focusing on the desired end result of one’s work or that of a group; setting challenging objectives, focusing effort on them and meeting or exceeding them*

* Demonstrates a strong sense of urgency about solving problems and completing tasks
* Exerts sustained effort to accomplish something
* Finds or creates ways to measure performance against goals
* Maintains commitment to goals in the face of obstacles and frustrations
* Sets and achieves challenging goals
* Sets clear goals and objectives for meetings and projects

Strategic & Analytical Thinking: *The ability to assess and synthesize a broad range of information related to complex tasks or situations, recognize opportunities and obstacles and to conceptualize approaches or strategies that maximize opportunities for the successful achievement of objectives*

* Can take a long range perspective on problems, situations and events
* Conceptualizes approaches or strategies that maximize opportunities for the successful achievement of objectives
* Develops contingency plans for dealing with problems or obstacles
* Identifies trends, patterns and connections that are not immediately obvious
* Readily assesses and synthesizes a broad range of complex information
* Recognizes strategic opportunities for enhancing the success of a venture or activity
* Thoroughly evaluates the risks and benefits of different courses of action

Strategic Thinking: *Thinking and navigating strategically in a complex environment; moving from thought to action (Leadership Competency)*

* Effectively translates vision/priorities into actions and results
* Envisions what is ahead, adapts work activities to changing needs and rallies people to face new challenges
* Identifies context, trends, and connections and links information to form a comprehensive perspective
* Seeks broad perspectives and expertise and challenges people’s thinking in order to find innovative solutions

Thinking Skills: *The ability to actively and skillfully analyze problems and issues, organize information, identify key factors, identify underlying causes and generate practical solutions*

* Effectively plans and organizes work
* Identifies practical and sound solutions to problems
* Quickly acquires and applies relevant information
* Recognizes pertinent facts and issues

Training Design Skills: *The ability to match the learning or developmental needs of individuals or groups with appropriate learning methodologies or interventions*

* Accurately identifies the level of client support for a given initiative
* Clearly articulates objectives
* Designs relevant exercises or learning events
* Effectively assesses needs and learning styles of individuals or groups
* Identifies methodologies or approaches best suited to clients and the task
* Provides approaches to ensure the transfer of skills to the workplace

Using Technology: *The capacity to use computer technology to ensure a high level of efficiency in accomplishing work*

* Can effectively navigate the Internet
* Can use fundamental desktop applications, e.g. word-processing, E-mail and other office applications
* Finds ways to integrate technology into the workplace in order to facilitate external and internal work processes
* Quickly learns and applies new computer applications
* Seeks opportunities to enhance the use of technology

Values and Ethics: *Modeling core values and demonstrating commitment to the organization, its mission and its people (Leadership Competency)*

* Encourages and supports work/life balance for all employees
* Models and supports public service values including integrity, fairness, transparency, trust and respect
* Promotes and demonstrates commitment to workplace well-being
* Takes actions that strengthen organizational efforts in achieving a representative and diverse workforce, respectful of both official languages

Verification and Accuracy: *The ability to ensure that information is complete and accurate and that errors are corrected and to follow through on the details of task completion*

* Carefully attends to details
* Ensures that proper documentation and appropriate procedures are used
* Is thorough and persistent in completing tasks
* Quickly locates errors in the display or transcription of information and takes action to correct them

Working with Others: *Openness to others from diverse backgrounds (i.e. cultural, educational, ethnic, professional etc.) and a concern for relating to others in a cooperative and ethical manner*

* Contributes to team results
* Relates to others with honesty and integrity
* Respects individual differences
* Supports and encourages others
* Works to resolve conflicts

Written communication: *The ability to prepare written material in a clear and concise manner*

* Expresses complex ideas in a clear and succinct manner
* Formats material in a manner that provides optimal impact
* Organizes ideas effectively
* Uses an appropriate business style
* Uses correct spelling, grammar and punctuation in written documents
* Uses language, concepts and ideas appropriate to the intended audience