



IDP COMPETENCY TEMPLATE

Your guide to building skills at every level in the AF Foundational Competencies.

COMMUNICATION

Developing Self



How to use this guide: Compare your capabilities to the behaviors below to identify your current skill level. Ask: “Do I regularly practice this behavior already? Or this is a skill I need to build?” Once you identify your growth areas, place actions from the “Steps to Take” category on your IDP and calendar as things to do over the next few months to build your capabilities. Celebrate your improvements and keep learning!

AF HANDBOOK 36-2647

SAMPLE BEHAVIORS

STEPS TO TAKE

BASIC

- Conveys information clearly and concisely to team members
- Uses pictures to communicate what words can't clearly convey

- Develop a clear message
 - Organize thoughts
 - Provide context
- Use visuals to represent data
- Incorporate real-life examples

Clear Communication (3 min)

<https://usaf.percipio.com/videos/9ceedabd-20bb-4e68-810f-e0206f040a84>

Being Clear about your Intentions (3 min)

<https://usaf.percipio.com/courses/5626ef91-fea5-11e6-8638-0242c0a80b06/videos/5626ef92-fea5-11e6-8638-0242c0a80b06>

Visual Design (5 min)

<https://usaf.percipio.com/videos/6b2c9a5d-fac7-455d-9794-69b4593d9e7d>

Visuals Matter!: Designing and Using Effective Visual Representations to Support Project and Portfolio Decisions by Joana Geraldi & Mario Arlt (2h 33m e-book)

<https://usaf.percipio.com/books/200f6d30-f3de-11e6-b0e2-0242c0a80804>

INTERMEDIATE

- Communicates with sensitivity to others' needs of the moment
- Tailors messaging and briefings to address identified concerns of the audience

- Use emotional intelligence
 - Actively listen & empathize
- Use language to respect and include all
- Tailor information
 - Address concerns
 - Provide solutions

Active Listening

<https://www.milsuite.mil/university/workforcedevelopment/courses/xactive-listening/>

Empathy

<https://www.milsuite.mil/university/workforcedevelopment/courses/empathy/>

Get to Know Your Audience before You Communicate (3 min)

<https://usaf.percipio.com/courses/5626ef91-fea5-11e6-8638-0242c0a80b06/videos/5626ef94-fea5-11e6-8638-0242c0a80b06>

How Culture Impacts Communication (20:45 min)

<https://usaf.percipio.com/courses/56314fb0-fea5-11e6-8638-0242c0a80b06>

ADVANCED

- Recognizes non-verbal reactions of audience, anticipates audience concerns, and adjusts presentations accordingly
- Clearly conveys complex information in a concise manner

- Analyze your audience
- Facilitate interactive discussions
- Clarify the complex
 - Explain the implications or real-world applications.
 - Use comparisons to explain data

Trust Building through Effective Communication (18 min)

<https://usaf.percipio.com/courses/5626ef91-fea5-11e6-8638-0242c0a80b06>

Making Virtual Presentations Come Alive (5 min)

<https://usaf.percipio.com/videos/47236255-f565-4daa-88b1-c10e54e1954d>

Ensuring Successful Presentation Delivery (25 min course)

<https://usaf.percipio.com/courses/5626c884-fea5-11e6-8638-0242c0a80b06/videos/e27d3a10-2911-11e7-9844-0242c0a8080b>

Motivating Action with a Compelling and Data-driven Story (24 Min Course)

<https://usaf.percipio.com/courses/4583d857-bf98-4ed9-847f-6f459d593554>

EXPERT

- Mentors others on strategies for improving communication and messaging
- Presents complex information articulately to persuade others about a contentious issue
- Voices differing opinions without triggering a defensive response

- Foster a communication culture
 - Create a culture where all voices are heard, respected, and integrated
- Persuade with compelling arguments
- Use diplomacy and empathy to address differing opinions

3 Ways to Create a Work Culture that Brings Out the Best in Employees, TEDxAtlanta

<https://youtu.be/2y8SA6cLUys>

Motivating Employees: Communication and Culture (3 min)

<https://usaf.percipio.com/videos/562b0e32-fea5-11e6-8638-0242c0a80b06>

Using Communication Strategies to Bridge Cultural Divides (23 min course)

<https://usaf.percipio.com/courses/56314fb0-fea5-11e6-8638-0242c0a80b06/videos/d5b70350-2921-11e7-9844-0242c0a8080b>

Influencing and Persuading Others (50 min course)

<https://usaf.percipio.com/courses/4b24d6ee-c958-11e7-8c81-9212ca48e307/videos/4b24d6ef-c958-11e7-8c81-9212ca48e307>